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ABSTRACT

THE PURPOSE OF THE STUDY WAS TO (1) PINPOINT THE ROLE WHICH PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER (PNBC) MIGHT PLAY FOR WASHINGTON IN THE DEVELOPMENT OF THE WASHINGTON STATE LIBRARY NETWORK; AND (2) ASCERTAIN WHAT EFFECT THE DEVELOPMENT OF THE WASHINGTON STATE LIBRARY NETWORK MIGHT HAVE ON PNBC. METHODOLOGY FOR THE STUDY INVOLVED: (1) A LITERATURE REVIEW; (2) INTERVIEWS WITH STAFF MEMBERS AT PNCB, UNIVERSITY OF WASHINGTON LIBRARY, HEALTH SCIENCE LIBRARY, WASHINGTON STATE LIBRARY AND SEATTLE PUBLIC LIBRARY AS WELL AS CONVERSATIONS WITH LIBRARIANS FAMILIAR WITH PNBC AND OTHER AGENTS FOR INTERLIBRARY LOAN; (3) CONSULTATION WITH RESEARCH, AUTOMATION AND MANAGEMENT EXPERTS; (4) QUESTIONNAIRES SENT TO LIBRARIES AND STATE AGENCIES; (5) EXAMINATION OF THE BIBLIOGRAPHIC ELEMENTS OF STATE-WIDE REFERENCE SERVICE; (6) OBSERVATION OF PROCEDURES AT PNBC AND THE PUBLIC SERVICES DIVISION OF THE WASHINGTON STATE LIBRARY; AND (7) ANALYSES OF REQUESTS COMING INTO PNBC AND THE WASHINGTON STATE LIBRARY. PART I OF THE REPORT ANALYZES AND MAKES RECOMMENDATIONS FOR PNBC, AND PART II ANALYZES AND MAKES CONCLUSIONS ON INTERLIBRARY LOAN PRACTICES AMONG THE LIBRARIES OF THE PACIFIC NORTHWEST. THE PNBC MANUAL FOR PARTICIPATING LIBRARIES AND WASHINGTON STATE LIBRARY'S INTERLIBRARY LOAN MANUAL ARE INCLUDED IN THIS REPORT. (AUTHOR/JB)

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SHARING RESOURCES IN THE PACIFIC NORTHWEST

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A STUDY IN TWO PARTS

I. The Pacific Northwest Bibliographic Center
II. Interlibrary Loan Practices Among the Libraries of the Pacific Northwest

A PART OF THE PREPARATION FOR THE
IMPLEMENTATION OF THE
WASHINGTON STATE LIBRARY NETWORK

LURA GIBBONS CURRIER

Olympia

Washington State Library

1969

LI001841

TABLE OF CONTENTS

Page

Preface iii

Methodology iv

Introduction. 1- 5

PART ONE: PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER 6

CHAPTER I: BREAKER OF BARRIERS 7- 11
PNBC and Interlibrary Cooperation

CHAPTER II: CHRONOLOGY OF CONCERN 12- 17
PNBC and Its Critics

CHAPTER III: A QUESTION OF PROGENY 18- 22
The Relation of PNBC to PNLA
Table I: PNLA Affiliation of PNBC Member Libraries and Council Representatives . . . 21-a
Table II: Eligibility for Representation on PNBC Council . . 21-b,c
Table III: PNBC Council Executive Committee 21-d

CHAPTER IV: A DIFFERENCE IN CIRCUMSTANCES 23- 28
Interlibrary Loan - PNBC Style

CHAPTER V: A QUESTION OF TENANCY 29- 33
Relation of PNBC to the
University of Washington

CHAPTER VI: THE QUESTION OF MONEY 34- 43
PNBC and Finances
Table IV: Summary of PNBC Members and Fees (1969-70). 36-a
Finances - Maximum Support 37
Finances - Realities and Needs. 38
Income and Expenditures Projected for 30 months. 39,40
Budget Suggestions. 41,42
Finances - Recommendations. 43

CHAPTER VII: THE QUESTION OF CONTENT 44- 48
What Comprises PNBC

TABLE OF CONTENTS--2

Page

CHAPTER VIII: QUESTIONS OF SERVICE 49- 81
PNBC at Work for Its Members
Table V: Requests for Interlibrary Loan and Related Services . . 51-a
Table VI: Support Given and Use Made of PNBC by Type of Library. . 53-a
Table VII: Support Given and Use Made of PNBC by Its Individual Members 53-b-k
Table VIII: Summary of the Use Made of PNBC by Its Members. . . . 56-a
Table IX: Use of PNBC by Individual Academic Libraries. 56-b-d
Table X(a): Participation of Two Year (Community; Junior) Colleges in PNBC 56-e
(b) Participation of Washington Community Colleges in PNBC. . 56-f
Table XI: Use of PNBC by Washington Public Libraries. 56-g
Table XII: Use of PNBC by Selected Washington Public Libraries . 56-h
Analysis No. One: Requests Filled By PNBC. 57-62
Analysis No. Two: Requests Which PNBC Could Not Fill 63-70
Analysis No. Three: The Time Element . 71-74
Other Services, Past and Present . . . 75-77
Other Services, Future 78-81

CHAPTER IX: CHALLENGE OF NEW DIMENSIONS. 82- 88
PNBC and the States
Table XIII: Profile of the States in PNLA 84-a
Table XIV: Population Estimates and Projections 84-b
Table XV: State Agencies' Use of PNBC . 84-c
New Possibilities (Budget Allocations for State Support) 85
Management 86,87
Continued Interest 88

Page

CHAPTER X: MATTERS OF OPINION. 89-121
A. PNBC As Others See It. 90,91
Table XVI (Alaska) 91-a
(Idaho). 91-b
(Montana). 91-c
(Washington) 91-d
(1) Members Express Opinions. 92-98
(2) Non-Members Express Opinions
(3) Contributing Members Add Thoughts
(4) Staff Opinion
B. State Agencies and Interlibrary Loan 99,100
C. PNBC According to Swank. 101-104
D. PNBC According to Clemmer. 105-108
E. PNBC According to Currier. 109-121

CHAPTER XI: "TO BE, OR NOT TO BE...". 122-127
These Are the Questions...

CHAPTER XII: SUMMARY OF RECOMMENDATIONS. 128-133

CONCLUSION OF PART ONE. 134-135

PART TWO: INTERLIBRARY LOAN PRACTICES AMONG THE LIBRARIES OF THE PACIFIC NORTHWEST 136

Introduction 137-142
Table XVII: Sources of Interlibrary Loans Among Washington Public Libraries Who Belong to PNBC 142-a

CHAPTER XIII: STATISTICAL PROBLEMS. 143-149
Analysis No. Four: Statistical Problems. 147-149

CHAPTER XIV: WASHINGTON STATE LIBRARY LENDS. 150-161
Table XVIII: Requests Received by the Washington State Library Via Mail 151-a
Analysis No. Five: Loans to Washington Libraries by the State Library 152-156
Analysis No. Six: Requests for Information Filled by Washington State Library 157-161

TABLE OF CONTENTS--4

Page

CHAPTER XV: WASHINGTON STATE LIBRARY BORROWS. 162-171
Table XIX: Requests Sent to PNBC by the Washington State Library 163-a
Analysis No. Seven: Requests Which Washington State Library Could Not Fill 164-170
Analysis No. Eight: Requests Sent Directly to Other Libraries by Washington State Library Rather Than Through PNBC 171

CHAPTER XVI: PRESSURE POINTS 172-181
1. Factors of Unevenness 173-176
2. Library of the University of Washington. 177-178
Table XX: Reference Division Statistics. 178-a
Table XXI: Summary of Loans Made By University of Washington Library 178-b
Table XXII: University of Washington Loans to Non-Members of PNBC in the Pacific Northwest 178-c
Table XXIII: PNBC Requests of the University of Washington. . 178-d
3. Seattle Public Library. 179-181

CONCLUSION OF PART TWO. 182-184

BIBLIOGRAPHY 185-188

TABLE OF CONTENTS--5

LIST OF EXHIBITS

A Note Regarding EXHIBITS

EXHIBIT A: Copy of the Proposal to Study PNBC and Interlibrary Loan Activities

EXHIBIT B: Letter to Washington Libraries Which Are Members of PNBC

EXHIBIT C: Postal Card Reminder to Council Members of the Study

EXHIBIT D: Grant Application of PNBC to Council on Library Resources

EXHIBIT E: By-Laws of the PNBC

EXHIBIT F: Report of the Committee on the Relationship Between PNLA and PNBC

EXHIBIT G: Sample of Form Sent Out to Council Members Regarding the Affiliation with PNLA

EXHIBIT H: National Interlibrary Loan Code, 1968

EXHIBIT I: Interlibrary Loan Code for Idaho Libraries

EXHIBIT J: Reciprocal Library Privilege Policy of Six Washington Institutions of Higher Education (General Order 42)

EXHIBIT K: PNBC Financial Plan

EXHIBIT L: Form for Securing Information From Which to Determine Membership Fee Assessments

EXHIBIT M: PNBC Budget, 1969-70

EXHIBIT N: PNBC Financial Summary, 1945-1969

EXHIBIT O: Union Catalog Inventory Report

EXHIBIT P: Union Catalog Statistics, July 1964-June 1969

EXHIBIT Q: Reproduction of the Five Questionnaires Used in the Study

EXHIBIT R: Recommendations of the Swank Survey of PNBC (APPENDIX A, RECAPITULATION OF RECOMMENDATIONS)

TABLE OF CONTENTS--6

LIST OF EXHIBITS

EXHIBIT S:	Input Worksheet for Collecting Interlibrary Loan Data, Library of the University of Washington
EXHIBIT T:	Official Announcement of the beginning of the Pacific Northwest Regional Health Sciences Library, July 1968
EXHIBIT U:	Reproduction of Forms used by PNBC to Report to Members on Status of Requests
EXHIBIT V:	Insert of MANUAL OF INFORMATION FOR PARTICIPATING LIBRARIES, Issued by PNBC, revised edition, 1966
EXHIBIT W:	Insert of INTERLIBRARY LOAN MANUAL, Issued by Washington State Library, 1969

PREFACE

"If we do not have it, we will get it for you."

Thus did a State Librarian, 25 years ago, excite a young newcomer-librarian with this simple, clear, direct statement of the philosophy of library service which motivates the Pacific Northwest.

That excitement still burns in that no-longer-young librarian, now the Analyst who made this Study. She turns a searchlight of inquiry onto the instrument--the Pacific Northwest Bibliographic Center--that made it possible long ago for her to give her readers in a very, very small town whatever they wanted and needed. The excitement grows in contemplation of a region-wide expansion of that instrument encompassing all types of libraries and all kinds of materials. The Analyst is grateful for the opportunity to try to express appreciation for PNBC's past through this sincere effort to help it meet its future.

Acknowledgments

Studies do not just happen, nor are they ever the work of any one person. Many minds and many hands go into them. That is especially true of this one. Gratitude is felt for the warmth and kindness of PNBC Staff during the long stay there; and for the courteous help given by the Interlibrary Loan office of the University of Washington, as well as all other departments of the University from whom it was necessary to seek information and guidance. Of particular importance was the absolute freedom given the author of this Report by the Washington State Library who, even though they bore the financial cost of the enterprise, exercised not one iota of control or direction. Whatever it says or does not say can be fixed unquestionably right where it belongs--with the author-analyst.

There is special appreciation for the skillful, well-trained, highly motivated clerical staff of the Library Development Division of the State Library who lost sight of hours, schedules and holidays in the demands that getting this Study prepared for printing made upon them--and stayed bright and cheerful through it all. They are Ruth Hjelm, Nancy Fankhauser and Mary Streutker who bore the brunt of the long, long typing hours; they were assisted by Hazel Murphy and Margaret Ferguson with occasional help from Mary Rutledge and Dorothy Lindberg. Earlier in the project Mary Ann Chatman, Jane Wolcott, and Jean Schlottman worked hard on the data gathering. A final word is needed to express appreciation for the patience of those who have been inconvenienced by the long delay in bringing this Study to completion.

METHODOLOGY

This Study has involved these activities on the part of the Analyst:

1. Examination of pertinent documents, including statistics, annual reports, correspondence and surveys;

2. Review of recent and older literature to determine the state-of-the-art in union catalogs, bibliographic centers and information retrieval systems;

3. Interviews with staff members at PNBC, University of Washington Library, Health Science Library, Washington State Library and Seattle Public Library; meeting with Executive Committee of PNBC Council; meeting at PNLA with PNBC Council; conferences with 2 presidents of PNLA (Phillips and Reynolds).

4. Consultation with appropriate experts in research, automation, and management;

5. Informal conversation with librarians interested in and familiar with PNBC and other agents for interlibrary loan;

6. Questionnaires;

7. Examination of the bibliographical elements of state-wide reference paraphernalia;

8. Observation of the working methods and procedures at PNBC and the reference and circulation sections of the Public Services Division of the Washington State Library;

9. Analyses of requests—filled and unfilled—coming into PNBC and the Washington State Library.

Timing

When the original proposal was outlined by the Office of the Washington State Library Network the question of "estimated Time for the Study" was skirted around with this evasive phrase"...there is no way of knowing exactly how much time will be involved in a Study of this nature." How prophetic that turned out to be!

The timing ran (or crept, rather) like this:

(a) The Study Proposal, submitted by Washington State Library as part of the background for its Network considerations was adopted August 16, 1968;

(b) First planning was done in September 1968 in conjunction with Oregon;

(c) High priority and legal deadlines in campaigning and other library development assignments for the Analyst delayed the start of observation and data gathering until March 12, 1969;

(d) An oral interim report given to the Executive Committee of PNBC Council on April 18, 1969 did not meet the Committee's expectations and the trend of the Study was re-assessed and its course altered in an attempt to comply with their desires concerning it;

(e) A long standing commitment to the School of Librarianship at the University of Washington to teach in the Summer School pulled the Analyst away from the Study again. (Caring for 160 library science students and researching PNBC simultaneously turned out to be beyond the limits of strength and time. The students won!);

(f) The 14 days between Summer School and the PNBC Council meeting at PNLA on September 5 gave only time to make a preliminary report of a still unfinished Study. Discussion at PNLA precipitated further expansion of the scope of the Study and some new approaches;

(g) Full and undivided attention to the Study from October first on made it possible to get a Xeroxed preliminary copy of most of the final Report in a sort of installment arrangement in the mail to the Executive Committee on December 3 in time for some perusal before their December 12 meeting;

(h) The final copy of the full Report went to the State Printer on Monday, December 8, 1969 with promise of delivery by January 12, 1970, 529 days after the original Proposal Outline was prepared on August 1, 1968!

SHARING RESOURCES
IN THE
PACIFIC NORTHWEST

INTRODUCTION

INTRODUCTION

"This present inventory of library resources is no accident. It is a logical outcome of thirty years of library operation in the Pacific Northwest."

That is the way Charles W. Smith, as Chairman of the PNLA Committee on Bibliography characterized the Van Male Study of RESOURCES OF PACIFIC NORTHWEST LIBRARIES in 1943.

Twenty-six years later, this excursion into an examination of the Pacific Northwest Bibliographic Center, the chief instrumentality whereby the resources of the region are shared among its libraries, might be described in Dr. Smith's almost identical words, updating it with no more than a change in name and a concession to the passing of time.

And so to paraphrase only slightly: "The present survey of PNBC is no accident. It is the logical outcome of fifty-six years of library cooperation and of 29 years of experience in sharing resources in the Pacific Northwest."

To borrow a cliche from the knife and fork circuit, PNBC needs no introduction to the audience for whom this Study was made and to whom it is addressed. The suggestion that libraries of different types should cooperate among themselves is about as innovative to librarians in the Pacific Northwest as would be a suggestion to Orville Wright that man might fly in a heavier-than-air vehicle.

The first regional library association in the country grew out of a meeting of a small group of librarians in Seattle during the Yukon-Pacific Exposition when the Pacific Northwest Library Association was formed. This group meant business from the start and working together—not just talking about it—has characterized their entire 60 years of history. (For example, the work of one of its early committees brought about the publication of SUBSCRIPTION BOOKS BULLETIN.) Issuance of regional finding lists began soon after PNLA's establishment, culminating in 1940 in the creation of an ambitious venture into bibliographic cooperation to be known from then on as the Pacific Northwest Bibliographic Center.

Financed by a grant from the Carnegie Foundation, PNBC had as its broad objective: TO SERVE AS AN AGENCY OF REGIONAL LIBRARY COOPERATION. Its operation was to follow two channels: (1) To facilitate collective exploitation of existing resources: (2) To foster the future growth of the region's resources.

Dr. Raynard Swank, in his 1957 Survey of the PNBC, describes the way it proceeded to fulfill its mission:

> "During the early years of the Center, this broad objective was pursued with vigor and imagination and with enthusiastic support of the entire region. Indeed, before the Union Catalog and its related interlibrary loan services were well underway, the Center had begun to experiment boldly with other services of library cooperation. Forays were made into:
>
> "Surveyal and description of regional resources, such as government documents, unpublished research materials, Northwestern Americana, Latin American materials;
>
> "Bibliographic information service was offered to supply libraries of the region with data for acquisition and cataloging purposes; the identification and comparison of editions, and the prevention of unnecessary duplication of acquisitions;
>
> "To improve discounts, a joint purchase agreement between Pacific Northwest libraries and a major book jobber was attempted;
>
> "A cooperative 'last copy' program was adopted to prevent the discard of the titles unique to the region;
>
> "An ambitious agreement for regional library specialization was promoted to 'coordinate and integrate the development of library resources in the Pacific Northwest to eliminate needless duplication and to build up within our region strong subject collections in fields of particular interest in the area';

> "Throughout this period of hopeful pioneering, the services of the Center and its aspirations for the future were widely and effectively publicized..."

Dr. Swank evaluated the degree to which the Center had attained its original objectives and the success of the above "forays" with this valedictory:

> "During succeeding years, however, the vision gradually faded and the concept narrowed as one by one these early projects failed or receded into the background. Only the Union Catalog and interlibrary lending flourished."

And it was at this point—"only a Union Catalog and interlibrary loan"—where PNBC was found to be in 1967 when the individual states began work on their plans for interlibrary cooperation under the impetus of Title III of the Library Services and Construction Act.

Washington brought forth as its plan under Title III concept developed by Joseph Becker and Robert Hayes of a statewide network involving all types of libraries. Preparation for implementation of this proposed network pointed clearly to the necessity for determining PNBC's role in this and other expanded approaches to interlibrary cooperation. In the meantime, as noted in the CHRONOLOGY OF CONCERN, pages 13-17, other segments of the library community were considering various problems in relation to the Center and its future. In reply to these several concerns, all occurring at about the same time, Washington proposed a study of PNBC with a somewhat wider scope than its singular questions regarding the Center's relations with its proposed Network. A full copy of the original proposal comprises EXHIBIT A of this Study

Effort was made to complete the entire Study in time for the Seattle meeting of PNLA in September 1969. When this was not achieved an interim Report was made. The discussion precipitated by this preliminary presentation caused the Analyst to expand the scope of the Study to address itself to additional questions raised. An examination of the information in the completed Study in light of the Scope as outlined on page 2 of EXHIBIT A will reflect this extension of the Study.

PART ONE

The Pacific Northwest Bibliographic Center

CHAPTER I

BREAKER OF BARRIERS

PNBC And Interlibrary Cooperation

BREAKER OF BARRIERS

PNBC and Interlibrary Cooperation

To set the 1969 stage for a concerted attack on the barriers that stand in the way of library cooperation, the American Library Association chose Orin F. Nolting to prepare the keynote publication. He opened his discussion on "Barriers to Effective Cooperation" in MOBILIZING TOTAL RESOURCES FOR EFFECTIVE SERVICE with this poignant statement:

"The key to mobilizing library resources for more effective service for all types of users is cooperation between all types of libraries. The idea is not new. Librarians have talked over the fence for more than a half century about the need for working together and some have walked around or climbed over the fence and created regional libraries and library consortia."

Thirty years before Nolting made this observation librarians in the Pacific Northwest "climbed over the fence," as their neighbors in Denver had done some 5 years before, to establish machinery for library cooperation in the form of the Pacific Northwest Bibliographic Center. Today both bibliographic centers - the PNBC in Seattle and the Rocky Mountain Region Bibliographical Center for Research in Denver - still operate, presenting living, active testimony to the fact that libraries can and do break "barriers to effective cooperation."

Nolting goes on to say in his paper that so little has been accomplished. The suggestion that PNBC has been a vehicle for breaking some of the barriers is not to be interpreted as any contradiction that barriers do indeed exist. By no means have all of them been broken here, even though cooperation is more a part of the library climate than in many other sections of the country. It seems very appropriate in making a study of PNBC to examine Nolting's barriers. What are they? Which ones remain yet to be overcome? And perhaps even more important, which of those that the pioneers "climbed over" are still standing and may yet prove to be stumbling blocks in the way of librarians coming along behind the "climbers" of the 30's?

An extensive series of meetings were held by the American Library Association throughout the country in 1968 and climaxed at the 1969 Conference in Atlantic City to seek an answer to the question "What are the barriers to library cooperation?"

According to Nolting and his thousands of conferees, the barriers fell into these broad classifications:

1. Psychological
2. Lack of information and experience
3. Traditional and historical
4. Physical and geographical
5. Legal and administrative

Each of these large groups were then broken down into smaller component barriers. Because Nolting's publication is quite familiar to librarians and easily available to those not familiar with it (American Library Association, 1969) it seems sufficient here to deal only with the broad classifications and their smaller components that have implications for PNBC and other interlibrary loan activities in the Pacific Northwest.

1. Psychological. "The psychological barriers to interlibrary cooperation are much the same throughout the nation. Most of the obstacles are not real; they exist only as attitudes or fears in the minds of timid librarians." Of the list of

specifics in this area, fortunately only one seems to have any dangerous implications for PNBC, viz., Inertia and indifference. Insofar as it relates to the attitude of librarians throughout the region toward their responsibility to move PNBC along with them, this barrier is a whopper! The CHRONOLOGY OF CONCERN in Chapter II of this Study gives mute testimony to this.

2. Lack of information and experience. Three decades of experience in interlibrary cooperation via PNBC, as well as in other facets of library activity, give the region a high score in some points in this classification. However, there is strong evidence that PNBC has failed to use effectively its most valuable weapon, i.e., its capacity to excite the public with a sense of adventure involved in getting books for them from other libraries. Among the recommendations in this Study is this one related to Nolting's "failure to inform the public on library collections and services": PNBC has a tremendous capacity for exciting the public imagination over library service and a definite, deliberate program of public relations should be developed to capitalize on this ...

   "Lack of information" on the part of the public is scarcely more than that same lack on the part of some members. Absence of concrete information about the Center on the part of the members of its parent organization is shocking. Many of its own Council members, responsible for the operation of the Center, have never even visited its office. One of them, for example, did not even know that the Union Catalog had only an author listing while still another commented that there was a great need for the holdings of a certain library to be listed - and that library whose holdings he felt would add to the Center's value is one of the original contributors to the Union Catalog and its holdings are still, after 30 years, regularly filed in the catalog. Exceptions? "Over-the-coffee-cup research" does not, alas, suggest that they are exceptions.

   The mention of research brings to mind another low score. Even though the Center is located in a university which fosters research of all types and which houses also a graduate school of librarianship, virtually no research has been directed toward the goals, achievements or shortcomings of PNBC either in its operational phases or its program and service patterns. Research is urgently needed that will help to diminish the appalling "lack of knowledge of the needs of users."

3. Traditional and historical barriers. PNBC shares with all other library services a lack of adequate funds. With a salary budget alone larger than the total of its annual membership fees (and still understaffed!) there is little need to say much more here on that subject; better that it be taken up in detail in Chapter VI, The QUESTION OF MONEY. It is in the shattering of the remainder of these "Traditional and historical barriers" that PNBC has made its most deeply significant contribution.

Two examples of the absence of such barriers are given in the Chapter XVI under PRESSURE POINTS and the region is happily replete with similar examples.

4. Physical and geographical barriers. Distance the Pacific Northwest has plenty of and just in case it was beginning to feel crowded it took in Alaska in September 1969, raising the total land area in the territory covered by PNLA to 1,348,535 square miles. All the components of this classification of barriers certainly apply to the Pacific Northwest but whether they become real barriers or just solvable problems to tackle is a state of mind more than of geography. For some reason it is not as far from Seattle to New York as it is from New York to Seattle and "over the mountains" is not any more formidable than "down the road a piece" is in some places.

5. Legal and administrative barriers. The most serious of these have been eliminated by passage of interstate compacts. The few scattered complaints about state and federal aid never quite extend as deep as the pocketbook. The imaginative qualities of the networks in operation and in the planning stages attest to the leadership and capability of the profession in the region.

PNBC and its early leaders, as they scrambled over these barriers, breaking some and leaving others behind, imparted quite a challenge to those following after. Part of the motivation behind this Study and others like it now being made is to break the remaining "barriers to effective cooperation" in the manner of the spirited example set before us decades ago.

CHAPTER II

CHRONOLOGY OF CONCERN

PNBC And Its Critics

CHRONOLOGY OF CONCERN

As the many questions now being asked about PNBC are brought together again for scrutiny -- and hopefully for answers -- one larger question keeps surging to the top: "Have these questions ever been asked before?" Yes, they have. "Then, were answers seriously sought? Were solutions offered?" Yes, they were.

As with the weather, much has been said about PNBC, but little has been done about it. Concern over it has been long and sustained, running like a continuous thread through PNLA since the Center's establishment in 1940.

1942: John Van Male suggested that PNBC become a true bibliographic center with these activities:

- a. Stimulate and help arrange cooperation in research
- b. Publish research results
- c. Inaugurate specialization agreements in teaching programs and graduate work
- d. Enlist participation of special libraries
- e. Encourage professions to help develop in public libraries good collections in their special fields
- f. Be a clearing house for all cooperative endeavors.

1944: A new formula for support was adopted.

1946: Suggestions were made for adding non-print materials and that PNBC become an actual center for these materials.

1957: The high water mark in PNBC evaluation occurred in this year when Dr. Raynard Swank made a study of PNBC as part of the region's Library Development project. So important is this Swank Survey, and so relevant even today, that a fuller review treatment is made of this Study and the full text of his RECAPITULATION OF RECOMMENDATIONS is reproduced in EXHIBIT R.

1961: A voice was raised at this point crying to "Free PNBC from University of Washington apron strings." This plea, however, was not accompanied by any financial substitution for the $40,000 "apron-strings"!

1963: (1) Desmond Taylor, writing in 1963 in PNLA QUARTERLY, brought attention to the consideration of automating PNBC. "The primary point to keep in mind", said Mr. Taylor, "is that if PNBC can move ahead by means of automated techniques to provide a subject approach and other suggested services, libraries will find its facilities of greater use. Do the holdings of PNBC adequately express the resources of the Pacific Northwest when it excludes the holdings of special libraries?"

(2) The Editor of PNLA QUARTERLY, Eli M. Oboler, in July 1963, synthesized the feeling that PNBC was due for some changes when he put it this way: "The nearly quarter-century of the Pacific Northwest Bibliographic Center's history could perhaps best be graphed by a steadily declining line of progress toward its original goals... Too long PNBC has been taken more or less for granted and left pretty much to its own rather routine devices. It is time for an "agonizing" (if need be) reappraisal of this institution of which we are all so proud. Sometimes familiarity breeds neglect, and PNBC needs the help and advice of every librarian in our region."

1964: The PNLA Executive Board turned down a request by Chairman Rothstein of the Executive Committee of PNBC Council that PNLA seek outside funds for a study of the Center on the grounds that such an analysis should take place from within.

1965: In February of this year, the President of PNLA and the Chairman of the Executive Committee of the PNBC Council jointly presented a request to the Council on Library Resources for the sum of $50,000 to finance a study of the Center. (See EXHIBIT D). CLR failed to approve this project.

Even though the CLR did not approve the project request, the document prepared for the application presents PNBC's past and present so succinctly and outlines so clearly its potential for the future, that the entire text of the Grant Application has been included as EXHIBIT D to form part of the encyclopedic information being pulled together in this Report for study material on the Center.

1966: A joint ad hoc committee of PNLA and PNBC Council clarified the relations between PNBC and PNLA. (See EXHIBIT F).

1967: (1) Having been unsuccessful in 1965 in securing assistance from the Council on Library Resources, the Executive Committee in 1967 made the decision to hire an Executive Director to carry out the same functions which their application to CLR has ascribed to a similar position. The duties of this Executive Director, as described to CLR and as outlined in the job description of the position, would embrace these activities and responsibilities: "investigate ways and means through which the Center might fulfill its original purpose of serving as a regional clearing house and coordinating agency in all library matters...study carefully and exhaustively the present function of the Center in maintaining the Union Catalog, including the application, if feasible, of mechanized processes to keeping the Catalog in up-to-date, current status...investigate in depth, with appropriate recommendations, the value and efficiency of the Center in its principal work of facilitating interlibrary lending for the libraries of the region...carry out the entire project with the thought that the recommended program and activities for the Center would be structured to fit the libraries of the Northwest and their resources into a possible automated national or continental network of regional library reservoirs."

As of December 1, 1969 this position has not been filled. More detailed comments are made on this matter in the Chapter of this Report entitled THE QUESTION OF MONEY. EXHIBIT M shows where partial provision has been made for it in the current budget.

(2) The Chairman of the Pacific Northwest Federation of Forestry Libraries, Robert W. Burns, Jr., of the University of Idaho wrote Marion Milczewski to express the interest of their Federation in the future of PNBC. Mr. Burns' suggestions are quoted as typical of what many hope for from PNBC:

"As you might expect the Federation is looking to the future and a national library network... Our efforts in building a regional network, will be coordinated with the national efforts at National Agricultural Library. One final point concerning regional cooperation is worth mentioning here. This relates to the role which PNBC ought to play in the organization and use of our regional resources. PNBC is ideally situated to take the lead in developing cooperation among libraries in the Pacific Northwest... It is my feeling that PNBC should provide the leadership for all projects involving the development of regional resources. The Center is uniquely qualified to evaluate library holdings in our region, to point out major gaps in our regional resources, and to supply leadership for the development of such mutually beneficial projects as a cooperative storage center for little used materials...and the development of communication networks between libraries in the Pacific Northwest."

(3) At the Coeur d'Alene Idaho meeting of PNLA Phoebe F. Hayes, Director of the Bibliographic Center for Research, Denver, made an excellent speech entitled, "The PNBC of the Future." It was printed in the January 1968 issue of PNLA QUARTERLY. Weaving the mutual problems of the 2 bibliographic centers skillfully together and then with similar expertise highlighting their differences, Miss Hayes presented a full-fledged program for action on many pressing aspects of PNBC's needs. With great tact and from a background of study and experience she told it, in the form of quiet suggestions, "like it is."

1968: (1) In the PNLA QUARTERLY for Summer 1968, yet another spokesman raised his editorial voice in suggestions for structural changes in PNBC with emphasis on a consortium concept. At the same time the Editor asked the question, "Must we all make like New York?" in apprehension over the region's ability to support a New York type of "second generation" interlibrary cooperation, he also urged a regional network that "would go far toward providing the needed services rather than spreading the poverty around more evenly at the state level."

(2) The PNBC Council accepted the proposal of the Washington State Library to conduct a study of PNBC to determine the Center's position in the various programs of interlibrary cooperation being developed under Title III of LSCA in the different states throughout the region.

1969: (1) Early in this year a report by Joanne Clemmer on Oregon's participation in PNBC appeared with some evaluative comments. A full discussion of this Report is presented in this Study with excerpts from it to give full understanding of Mrs. Clemmer's observations and suggestions.

(2) Chairman Phil List of the PNBC Council Executive Committee pointed out again the imminent need for change: "The membership is desirous of better service from PNBC, and this can be obtained. New technological improvements can be introduced that will improve service. Beyond this, perhaps changes of policy might be introduced that would, in general, bring about a higher level of service from PNBC than is currently being offered. The one certain fact is that, while we live in a world of change, PNBC has grown increasingly moribund, and until the present time the Executive Committee has not taken steps that would breathe new life into the organization."

(3) Even though the study being made by the Washington State Library was not completed in time for the Council meeting at PNLA's Seattle Conference in September, 1969, the preliminary report given by the Analyst conducting the study generated discussion that set machinery into motion to consider the full study report when it is available.

(4) As 1969 draws to a close yet another voice is added to the cacophony of concern over PNBC as this SHARING RESOURCES IN THE PACIFIC NORTHWEST; A STUDY OF PNBC AND INTERLIBRARY LOAN, by Lura Gibbons Currier is published.

(5) It remains for Editor Morrison to have the last and best word in the Chronology of Concern as he sounds the editorial call to action in the latest PNLA QUARTERLY through "The PNLA Renaissance" in which he expresses hopefully: "The new goals are emerging, thanks to much quiet work during the last few years, and action is now the order of the day."

1970: ACTION IS NOW THE ORDER OF THE DAY? If so, what action now?

CHAPTER III

A QUESTION OF PROGENY

The Relation of PNBC to PNLA

A QUESTION OF PROGENY

The Relation of PNBC to PNLA

> "PNLA created PNBC; it was and is the parent body - PNBC is responsible to PNLA. PNLA is responsible for PNBC. It has only delegated this responsibility to the Council and its Executive Committee."

Thus concludes the statement issued in 1966 by the Joint ad hoc committee, composed of two members representing the PNBC Council and two representing PNLA, charged with the task of defining the relationship between PNLA and PNBC. After studying the By-laws of PNLA and other pertinent documents, the Committee found no reason to question the original and continuing relationship between the two bodies. (See EXHIBIT F for the complete text of this Committee's report.)

This relationship is forged through these points of contact:

1. There is the situation, described above, of the creator and the created - PNLA is the parent body;

2. The By-laws of PNBC, adopted September 22, 1960 say in the Preamble: "The By-laws of PNBC must conform to this by-law of PNLA, adopted in 1958, which established the administration of the Center." Later, in Section 2, the matter is made even clearer: "PNBC shall be governed by a set of By-laws established by its voting membership, which shall not be in conflict with the Constitution and By-laws of the PNLA;" (See EXHIBIT E for a complete set of the By-laws of PNBC.)

3. Section I, Article VII, of the PNLA constitution, merely delegates administration of PNBC to a Council and Executive Committee; (Article VII, of the PNLA Constitution is reproduced just beneath the Preamble in the PNBC By-laws; see EXHIBIT E).

4. The President of PNLA shall be an ex officio member of the Executive Committee of PNBC with full voting rights (This draws the two even closer);

5. Article IV of PNBC By-laws provides that the Council's annual meeting shall be held in conjunction with the annual meeting of PNLA;

6. Article VI, Section 4(e) of the PNBC By-laws requires the Executive Committee of the Council to submit to the Board of Directors of PNLA a detailed report on the activities to the PNBC, including a full financial statement. (This undergirds the responsibility of PNBC to report regularly to the parent body);

7. The 1960 by-laws of PNBC, amended August 16, 1968, requires both institutional and personal membership in PNLA as a basic requirement for Council representation. (See EXHIBIT E, Article II, Section 1 and 1(a).

The chasm is wide and deep between what is so clearly stated in theory and what is so flagrantly done in practice.

Responsible for? PNLA has never contributed a cent to PNBC's support. The "parent" who created this "child" is liable to a suit for non-support!

Institutional and personal membership? TABLE I gives a dramatic answer as to what attention is paid to this requirement.

Only 122 of PNBC's 192 members have even designated a Council Representative in reply to the form notice sent out by PNBC. (See EXHIBIT G) Of the 122 designated Council members, only 80 of them, 66%, belong to PNLA.

It is assumed that the 70 members who have not given PNBC enough concern to have designated an official Council Representative expect to be represented by their Head Librarians. However, only 11 of these Head Librarians belong to PNLA, leaving 59 of these libraries without any eligible Council Representation.

The requirement that the library be an institutional member has found only a very little better response. Of the 192 libraries only 81 of them (42%) belong to PNLA.

The incredibly low total of 61 out of the total 192 have both institutional and personal membership in PNLA! The members of PNBC whose designated representatives and/or head librarians are personal members of PNLA and whose libraries are institutional members are listed in Table II. The Executive Committee members for the current year are listed in Table III.

The figures in Table I show that 131 of the members were not eligible to vote in PNBC Council, as of October 15, 1969. The Council can hardly be said to be responsive to PNLA when only 32% of its members are even eligible to vote. The affiliation is tenuous, to say the least.

The circumstances are quite familiar to librarians where a group of interested people get together and start a library service. That pattern of library development is much too common to need any explanation. Historically, librarians commend organizations and/or groups for helping establish libraries and then for turning them over to other management once they are on their organizational and financial feet. Conversely, librarians are extremely critical - as well they should be - of clubs, organizations, or lay people who continue to hold onto these libraries in a "bosom-clutched" stance that limits their scope, gets in the way of adequate financing, and snarls up legal matters. Could there be an object lesson here for PNLA librarians who would choke the life out of their progeny with the silver cord?

It is time for PNBC to be cut loose; to "go out into the world and seek its fortune."

It is recommended that PNLA now chalk PNBC up as another successful, innovative activity which it started, and then set it free to assume new dimensions, get more financial support and make some long-overdue changes in its service program, its administrative control and its operational routines. (See also page 88 for further recommendation).

TABLE I

PNLA AFFILIATION OF PNBC MEMBER LIBRARIES AND COUNCIL REPRESENTATIVES

	ALASKA		BRITISH COLUMBIA		IDAHO		MONTANA		OREGON		WASHINGTON		TOTAL	
(1) Total PNBC Members	4		9		22		22		48		87		192	
(2) PNBC Members who meet all legal requirements for Council representation and right to vote	2	50%	1	11%	9	41%	19	40%	18	38%	24	28%	61	32%
(3) PNBC Members who are Institutional members of PNLA	2	50%	5	56%	11	50%	6	27%	26	54%	31	35%	81	42%
(4) Designated Council Representatives who belong to PNLA	2		1		10		11		21		35		80	
(5) Head Librarian, serving as Council member, IS member of PNLA	0		0		0		1		7		3		11	
(6) PNBC Members who are not Institutional members of PNLA	2	50%	4	44%	11	50%	16	73%	22	46%	56	65%	111	58%
(7) Designation Council Representatives who do not belong to PNLA	1		1		3		7		11		19		42	
(8) Head Librarian, serving as Council Member, is Not member of PNLA	1		7		9		3		9		30		59	

TABLE II

ELIGIBILITY FOR REPRESENTATION ON PNBC COUNCIL

On October 15, 1969 there were 192 members of PNBC. Of this number, only the following 61 satisfied all 3 requirements for voting privileges on the Council, viz., (1) Payment of membership fees; (2) Institutional membership of the library in PNLA; and, (3) Individual membership in PNLA by the library's representative on the Council:

ALASKA

University of Alaska

Alaska State Library

BRITISH COLUMBIA

Fraser Valley Regional Library

IDAHO

Caldwell Public Library
Idaho Falls Public Library
Nez Perce County Library
Twin Falls Regional Library

Boise State College
Idaho State University
Lewis and Clark Normal School
University of Idaho

Idaho State Library

MONTANA

Anaconda (Hearst) Public Library
Great Falls Public Library
Stillwater County Library

Eastern Montana College of Education
Montana State University

Montana State Library

OREGON

Ashland Public Library
Astoria Public Library
Coos Bay Public Library
Corvallis Public Library
Eugene Public Library
Josephine County Public Library
Klamath County Public Library
Library Association of Portland
Medford and Jackson County Public Library
Salem Public Library
Umatilla County Library

Oregon Graduate Center
Oregon State University
Portland State College
Southern Oregon College
University of Oregon
University of Oregon - Medical School
University of Portland

Oregon State Library

WASHINGTON

Clallam County Library
Fort Vancouver Regional Library
King County Library
Longview Public Library
Mid-Columbia Regional Library
North Central Regional Library
Pasco Public Library
Pierce County Regional Library
Pullman Public Library
Richland Public Library
Seattle Public Library
Sno-Isle Regional Library
Spokane County Library
Spokane Public Library
Tacoma Public Library
Walla Walla Public Library
Whatcom County Library
Whitman County Library
Yakima Valley Regional Library

Central Washington State College
Seattle University
Walla Walla College
Whitman College

Washington State Library

TABLE III

PNBC COUNCIL

Executive Committee

The Executive Committee of the PNBC Council elected to serve for the PNLA year beginning October 1, 1969 is composed of the following members:

Mr. Philip List, Chairman
King County Library System
1100 East Union
Seattle, Washington 98122

Miss Ruth McBirney
Librarian
Boise College Library
1907 Campus Drive
Boise, Idaho 83701

Mrs. Carol Alderson
Head Librarian
Ashland Public Library
Ashland, Oregon 97520

Mr. Ronald Ley
Fraser Valley Regional Library
2469 Montrose Avenue
Abbotsford, B.C., Canada

Mrs. Jean Davis
Librarian
Eastern Montana College Library
Billings, Montana 59101

Miss Mollie Hollreigh (no vote)
Director, PNBC
University of Washington Libraries
Seattle, Washington 98105

* Ex officio with vote

Miss Maryan E. Reynolds, President
Pacific Northwest Library Association
Washington State Library
Olympia, Washington 98501

Mr. Marion A. Milczewski, Vice-President
and President-Elect
Pacific Northwest Library Association
Director of Libraries
University of Washington
Seattle, Washington 98105

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* Article VI of the PNBC By-Laws reads: "In addition to the five elected members, the director of the library housing the PNBC and the President of the PNLA shall be ex officio members with full voting rights."

Further Recommendations

In consideration of the facts brought out in TABLES I and II and in addition to the recommendation on page 21 that PNBC and PNLA work out an entirely new relationship, these suggestions seem to be in order until the new structure can be determined and set into operation:

A. That PNLA increase rather than decrease its interest in PNBC;

B. That the By-laws be strictly adherred to and the policies of the Center be applied equally to all members; (This should involve: 1) More accurate methods of determining eligibility for Council; 2) Better communications with Council members; 3) Monitoring of a more formalized voting system; 4) Arranging Council meetings so that they can operate in line with the requirements set up in the By-laws.

CHAPTER IV

A DIFFERENCE IN CIRCUMSTANCES

Interlibrary Loan — PNBC Style

A DIFFERENCE IN CIRCUMSTANCES

Interlibrary Loan—PNBC Style

Quite a chasm opens up between theory and practice in one important area of PNBC operations, viz., the interpretation of the term "interlibrary loan." It is a knotted up situation that needs untangling. About the most one could hope to do here is to determine the hue of some of the threads that have become wadded up.

"The Manual of Information for Participating Libraries" (bound in as EXHIBIT V) recognizes on page 13 that a regional Code, adopted in 1942 and considerably different from the ALA Interlibrary Loan Code, governs the relationship between the PNBC and its member libraries, as well as interlibrary loan activities among the member libraries. This is the theory.

The practice seems to be patterned much more closely after adherence to the National Interlibrary Loan Code. Several factors contribute to the creation of this climate, among which are:

1. The use of the standard interlibrary loan form tends to condition thinking in that direction;
2. Meticulous attention is paid to the minutiae of bibliographic form;
3. Limitations on what is included in the Union Catalog and on what is to be requested and for whom coincide very closely with the limitations of the National Code;
4. There is a lack of any educational program indicating that there is a difference in the National Code and the services emitting from PNBC. (The Analyst had interviews with several administrators of sizeable libraries who did not know of the existence of a regional Code governing PNBC's operations and admitted that they had refused to secure materials for deserving students on the basis of the National Code.)

Not only does PNBC engulf itself in the National Code syndrome but members set up restrictive policies using the Code as support for their decisions. The following notices which are currently in effect at the University of Washington Library are cases in point. (This is almost certainly not the only library with these policies but these serve to illustrate the nature of the problem.)

> "Beginning December 1, 1967 we have administered a handling charge of $1.00 per citation for any order filled that does not include the call number (!) of the book or periodical."
>
> Signed: Library Photocopy Service

The exclamation point is the reaction of the Analyst who wonders if she were still librarian (in a small town) how she'd get an LC classification from the University Catalog in time for the book to do a reader any good.

A form now in use at the University but undated reads:

> "We regret that we can no longer accept journal requests unless we have a full citation to the article desired. This does not represent a change in policy, merely a more strict observance of proper interlibrary loan procedures.
>
> This policy is necessary because of increasing demand for our journals on campus and from other libraries. In order to safeguard the rights of our own patrons, we wish to be able to exercise the option of supplying photocopies at modest cost of short articles if the situation requires it.
>
> Thank you for your cooperation.
>
> INTERLIBRARY LOANS"

(Please note the underscoring, done by the Analyst, referring to "proper interlibrary loan procedure").

Summarily, this observation seems to be valid: In spite of PNBC and its cooperative elements most of the restrictive aspects of standard interlibrary loan code are imposed by PNBC and by the libraries which belong to it.

To base the philosophy and practices of PNBC on the National Interlibrary Loan Code is to miss the very significant difference between libraries who lend occasional books to each other through professional courtesy and libraries who are banded together in joint support of a bibliographical center through which they have made financial arrangements to share their resources. These are two entirely different things and to invoke upon the one the limitations of the other is to fail to honor the more refined and intensive aspects of cooperation in the sharing of resources. For the Yakima Valley Regional Library to borrow a book from the Louisiana State Library is one type of library cooperation--and a most appreciated one --but for Yakima to borrow from the Montana State University, both being members of PNBC, is a different activity altogether, carrying with it another set of privileges, responsibilities, and expectations.

A recommendation on this subject is as follows:

> The relationship among the members of PNBC, joined together through membership agreements and fee assessments, is not the same as that of unrelated libraries. Many of the limitations of the National Interlibrary Loan Code, therefore, should not be imposed upon transactions within PNBC without some adaptations along the lines of those suggested by the "Model Interlibrary Loan Code for Regional, State and Local or Other Special Groups of Libraries" recently prepared by ALA as a complement to the National Code and currently being used intra-state in some areas of the Pacific Northwest. (See EXHIBIT I)

On the Other Hand, Interlibrary Loan ...

No study of interlibrary loan has value or integrity unless it gives cognizance to the important negative aspects of what interlibrary loan service is not.

A. Interlibrary loan is not the answer to inadequate library service. To suggest that the inadequacies of library service can be eliminated by borrowing from other libraries is to succumb to wishful thinking on the one hand and resort to downright dishonesty on the other. The theme song "If we do not have it we will get it for you" must be accompanied by more self-reliant notes that say: "And sometimes the way we need to get it for you is to provide it ourselves, rather than to expect other libraries to supply it for us." Efforts must be made to supply materials locally by building up stronger collections more finely hewn to local needs. Libraries must cross jurisdictional lines to form systems more nearly able to cope with informational needs of their system members. This is not another excuse for the too small, inadequate unit to lean on its neighbors to avoid strengthening its own resources by participation in a unit large enough to provide good library service.

B. Interlibrary loan is not justified if it is not accompanied by a program for building up resources in general. Any cooperative scheme that tends to spread already too thin resources even thinner is not acceptable. Spreading poverty is not curing it. For a library, already having real difficulty meeting its needs, to send part of its usable resources to another inadequate library is to spread the disease rather than to effect a cure.

C. Interlibrary loan is not an instrument whereby one person decides whether there is merit to what another wishes to read. Interlibrary loan does not have the answer to the timeless question, What is important? nor does any of its operators.

D. Interlibrary loan is not a right to use others' resources. It is a privilege—an act of understanding, generosity, and cooperation on the part of the lender; an act of consideration, judgment, and appreciation on the part of the borrower.

E. Interlibrary loan is not restricted to research. Who is to say what research is? Who is to draw the line between writing a report and satisfying a personal intellectual hunger? And whose business is it what he wants it for?

F. Interlibrary loan is not the same at all times and under all conditions. There is a DIFFERENCE IN CIRCUMSTANCES.

CHAPTER V

A QUESTION OF TENANCY

Relation of PNBC to the University of Washington

A QUESTION OF TENANCY

The Relation of PNBC to the University of Washington

Financial Involvement

"The University of Washington provides the Center with free housing, furniture, equipment and numerous other facilities and conveniences of great value; thus, the true cost of operation of the Center is much larger than the budget shows."

In these general terms did the 1966 Report of the PNBC Director describe the relationship of the Center to the University of Washington. In order to get a complete and more nearly accurate picture of the contribution of the University Library as host institution to PNBC, more specifics were needed. A systems analyst, involved in reviewing the total operations of the University Library, was requested to make an estimate of the annual actual cash value of the services it rendered to the Center. The figures, presented to the Executive Committee of the PNBC Council on May 15, 1969, are noteworthy indeed and deserve serious attention. They are based on costs "that PNBC would have to pay if it were not in this library." The figures for the current year as presented are:

Staff (in addition to the Center's own staff) . . .	$10,281
Floor Space (2,886 sq. ft. @ $5.25; price of rental contracts in University District)	15,830
Supplies.	100
Telephone	225
Bibliographies.	868
Furniture & Equipment (amortized @ 10 years for typewriters and 20 years for all other equipment).	6,563

In addition to the above total of $33,867, the University also pays the maximum membership fee of $1,000, bringing the University's annual total contribution to the Center of $34,867.

It is incredible that the other members of PNBC have allowed this situation to go on through decades without any attempt to assume their share of this responsibility.

Human Elements

Besides these financial involvements, the author of this Report was interested in examining staff relationships between the two institutions and in determining what administrative and operational connections there were between the Library and the Center.

There has surely never been a landlord-tenant relationship of three decades' duration (especially where one pays no rent!) so replete with harmony and good will as that which present conditions indicate has characterized the Center's "stay" with the Library of the University of Washington. Those Library departments most closely affected by the Center's use of their tools were unanimous in their enthusiastic assertion that the Center employees gave them no trouble whatsoever and that they went about their business without any disruptive influences. Several of the department heads added statements like "And what's more, they know their bibliographic business" with obvious professional admiration. Some felt that they "could not possibly get along without the Bibliographic Center." In its turn, the Staff of the Center had nothing but the highest praise for the librarians of the University with whom they come in daily contact on both personal and working levels. It is to the credit of the personnel of both institutions that no abrasive human relations have developed to affect adversely the services which each is struggling to render under severe physical and financial limitations. There is in this a most remarkable case history for all who have found personalities to be stumbling blocks in the path of library cooperation.

There is, too, reassurance for all who would hesitate to venture down the road of working together for fear of what they might encounter in the way of incapacity for adjustment to the everyday rubs of co-existence.

Service Contributions

What administrative links exist between the University Library and PNBC? The University performs valuable administrative services for the Center which are not included in the estimate of the financial contributions of the University to the Center itemized on page 30. The University provides payroll service, including handling of retirement, withholding and other personnel records. It enables the Center to secure staff of the Center's own choosing through the University's program of student labor. Center personnel may -- and do -- use the staff room facilities of the University. Supplies, printing facilities, parking and other supportive services of the University are available to and used by the Center staff.

Control

What controls does the University exercise over the management and operational procedures of the Center? The answer is "None; absolutely none". The Director of PNBC is subject to no supervision by any staff member of the University, professional or administrative. No actions or decisions made by her are reviewed or evaluated by any University official or employee. In its attitude of complete laissez faire the University has not exercised even the proportionate amount of influence that must have been anticipated when the "director of the library housing the PNBC" was placed on the Executive Committee of the PNBC Council as a full voting, ex officio member.

Recommendations

It is entirely possible that at some point in the future the electronic network of information covering the Pacific Northwest and linked up with national and worldwide systems will be housed in some vast complex of machines, wires, and hardware. In the meantime reality is very much with PNBC and generates these two very practical recommendations:

A. Insofar as present circumstances indicate, PNBC should remain at the University of Washington;

B. PNBC should be fully and completely supported, thereby relieving the University of Washington of the unconscionable financial burden it bears in housing, equipping and servicing the center.

CHAPTER VI

THE QUESTION OF MONEY

PNBC and Finances

THE QUESTION OF MONEY

PNBC AND FINANCES

PNBC is a voluntary "child" of voluntary "parents". In other words, both PNBC and PNLA, who created it, are organizations composed of volunteer members. No public funds, directly appropriated, support either, albeit 160 of 192 PNBC members are public agencies.

There are some general characteristics of such membership groups which tend to weaken their structure and hamper their progress. Several of these relate to finances and all of them are applicable to PNBC:

1. Memberships tend to fluctuate in number;
2. Dues tend to be low in such organizations, thereby lessening the income needed to make the organization viable;
3. Because of the way dues are arrived at, it is extremely difficult to raise them and income usually runs considerably behind the changing scene and mounting needs;
4. There are often no fixed dates for making payments and this important matter tends to drift; resulting in services being continued after dues have stopped;
5. Long range planning is too frequently out of the question;
6. Even in cases where there is a paid staff, its complement of workers is likely to have to be supplemented by short term officers of the sponsoring organization; success, then, depends largely upon the degree of enthusiasm and vision held by each set of current officers and upon the free time that the members can give away from their own responsibilities;
7. Administrators of volunteer organizations tend not to impose even the lightest of disciplinary measures on members, therefore making it virtually impossible to secure uniformity in procedure and compliance with standards of performance;
8. Uneveness is likely to result from a series of circumstances that might be averted were policies firmer and enforcement more generally applicable.

The formula by which PNBC assesses its members is shown in EXHIBIT K . The method for securing the information from each library is explained in the Editor's Note on EXHIBIT K and on the form in EXHIBIT L.

Item (3) in the "Financial Plan" states "No library will be asked to subscribe an amount in excess of $1,000.00." Immediately following TABLE IV is a list of the 18 libraries now paying this maximum amount.

TABLE IV gives a full picture of the number of members in each State and the fees they are paying during this year. The type of library division has been arranged to show the amount of fees coming from private institutions and the level of government from which the public, or tax, fees come. A casual glance at this TABLE reveals that public academic libraries pay a higher percentage of the fees and have less percentage of membership than public libraries who have 45% of the fees coming from their nearly 60% of the members. These figures, also, seem to indicate that business and industry is probably not carrying its share of the load. In the Tables further over in the Report the use factor is brought into the membership-fees picture.

TABLE IV

SUMMARY OF PNBC MEMBERS AND FEES (1969-70)

BY TYPE OF LIBRARY AND BY STATE

As of November 1, 1969

	ALASKA		BRITISH COLUMBIA		IDAHO		MONTANA		OREGON		WASHINGTON		TOTALS MEMBERS		TOTALS FEES	
	#	Fees	#	Fees	#	Fees	#	Fees	#	Fees	#	Fees	#	%	Amount	%
ACADEMIC, PUBLIC																
Universities	1	$1,000.00	1	$1,000.00	2	$1,843.35	2	$2,000.00	4	$2,578.68	1	$1,000.00	11	5.73	$ 9,422.03	20.26
4 Year Colleges	-	---	-	---	2	560.33	2	479.63	3	1,496.60	2	2,000.00	9	4.16	4,536.56	9.75
2 Year Colleges	-	---	-	---	-	---	-	---	1	113.30	8	1,471.58	9	4.69	1,584.88	3.41
Other	-	---	-	---	-	---	-	---	1	35.00	-	---	1	.52	35.00	.07
ACADEMIC, PRIVATE																
Universities	-	---	-	---	-	---	-	---	3	742.82	3	1,505.68	6	3.12	2,248.50	4.83
4 Year Colleges	-	---	-	---	2	405.63	1	112.25	8	909.04	5	1,210.38	16	8.33	2,637.30	5.67
PUBLIC LIBRARIES	1	76.51	2	207.50	14	1,027.58	14	1,686.69	22	4,050.41	60	13,892.51	113	59.37	20,941.20	45.03
STATE LIBRARIES	1	550.00	2	331.25	1	383.23	1	250.00	1	1,000.00	1	1,000.00	7	3.64	3,514.48	7.56
FEDERAL AGENCIES	1	25.00	1	30.00	-	---	1	75.00	1	100.00	4	476.00	8	4.16	706.00	1.52
STATE AGENCIES (Other than State Libraries)	-	---	2	62.50	-	---	-	---	-	---	-	---	2	1.04	62.50	.13
BUSINESS AND INDUSTRY	-	---	1	25.00	1	30.00	-	---	3	292.50	3	400.00	8	4.16	747.50	1.60
PRIVATE ORGANIZATIONS & ASSOCIATIONS	-	---	-	---	-	---	1	40.00	1	30.00	-	---	2	1.04	70.00	.15
TOTALS	4	$1,651.51	9	$1,656.25	22	$4,250.12	22	$4,643.57	48	$11,348.35	87	$22,956.15	192	99.96	$46,505.95	99.98

FINANCES - MAXIMUM SUPPORT

The maximum fee that any library is charged for membership in PNBC is $1,000.00. In 1969-70 these 18 libraries are paying this maximum:

ALASKA	University of Alaska College
BRITISH COLUMBIA	University of British Columbia, Vancouver
MONTANA	Montana State University, Bozeman
	University of Montana, Missoula
OREGON	Library Association of Portland
	Oregon State University, Corvallis
	University of Oregon, Eugene
	Portland State College
	Oregon State Library, Salem
WASHINGTON	Central Washington State College, Ellensburg
	King County Library, Seattle
	Seattle Public Library
	Spokane Public Library
	Tacoma Public Library
	Timberland Regional Library, Olympia
	University of Washington, Seattle
	Washington State Library, Olympia
	Western Washington State College, Bellingham

Summary of Libraries Paying Maximum Membership Fees

	Academic	Public	State	Total
Alaska	1			1
British Columbia	1			1
Montana	2			2
Oregon	3	1	1	5
Washington	3	5	1	9
Total	10	6	2	18

Total 1969-70 Membership Fees: $46,505.95
Amount Paid in Maximum Fees: 18,000.00
% of Total Support from Libraries Paying Maximum Fees: 38.7%

FINANCES - REALITIES AND NEEDS

Any decision on PNBC's future - or its present, for that matter - must be predicated upon a clear understanding of the true financial conditions of the Center. A study of the current budget for 1969-70, reproduced in EXHIBIT M, reveals that the estimated income of $95,953.60 includes: 1) A balance needed to operate from the beginning of this fiscal year through December 1969; 2) All Investment Assets and the interest thereon; 3) Membership fees for period from July 1, 1969 through June 30, 1970; and, 4) A non-existent $10,000.

By January 1, 1970 the balance will have been expended, cutting the $95,953.60 to $74,874.35. Considering current Federal policies toward spending for educational activities, and taxing problems facing foundations, it seems unrealistic to expect to get any $10,000 from these sources. This leaves PNBC with $64,874.35. Memberships received in 1969-70 add up to $46,505.95, a decrease from estimates of $494.05. With this subtracted, there remains a sum of $64,380.30 as a working basis.

To plan for a period of less than 2 years is fiscally irresponsible; therefore, we project on the following page the fiscal picture for a 30 months' period from January 1, 1970 through June 30, 1972. By that time, undoubtedly, the future course of PNBC will have been determined and specifics for implementation of new policies well underway. Should the Council and PNLA officers be able to move forward faster than this timing indicates, these fiscal facts can be built into any new scheme at whatever point it becomes operational.

Income and Expenditures Projected for 30 Months
(January 1, 1970 to July 1, 1972)

Income

On hand, Jan. 1, 1970 as working base........ $64,380.30 (actual)

1969-70 membership fees	46,505.95
Investment Assets	16,874.35
*Interest	1,000.00

Membership fees to be collected for period
from July 1, 1970 to July 1, 1971............. 48,000.00 (estimate)

½ Membership fees to be collected for period
from July 1, 1971 to July 1, 1972............. 25,000.00 (estimate)
(½ must be retained to provide
operational funds for period from
July 1, 1972 through end of calendar
year, Dec. 30, 1972).

TOTAL INCOME FOR 30 MONTHS $137,380.30

Expenditures

The current "bare-boned" operational budget
submitted for 1969-70 (See EXHIBIT)
calls for a monthly expenditure of $4,508.
30 months @ $4,508 equals a sum of $135,240.00

Leaving a balance for 30 months of......$ 2,140.30

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* No interest in addition to this $1,000 has been included in possible income since there is no way to tell at what point in the Center's expenditures the Investment Assets will have to be spent, thereby decreasing the interest and ultimately disposing of it.

What are the figures presented on the preceding page saying?

1. Not only can PNBC not expand under its present financial condition, it cannot even maintain status quo without spending its Investment Assets;
2. There is nowhere in sight any funds for any additional staff, increase in salaries, stepped-up services, or additional equipment;
3. Under present conditions, no steps can now be taken to compensate the University of Washington for that institution's out-of-pocket expenses for housing the Center;
4. If PNBC continues to send its cards to NUC for its holdings to be included in the Pre-1956 National Union Catalog, it does not have sufficient funds to reproduce them, therefore leaving no choice except to erode its catalog steadily for the ten year period during which this edition of NUC is being published, or to find some other way of financing card duplication;
5. The proposal to hire an executive director is fiscally out of the question;
6. Whatever immediate is done to make PNBC equal to the demands upon it will have to be done by its members, its Council, and its parent organization, PNLA, all working together and contributing from their enegies and resources to bring to bear upon it the study, guidance and leadership it so desperately needs.

To so streamline its present operations as to become truly effective and to become respectably self-supporting, PNBC would require, in the opinion of this Surveyor, an annual budget in the neighborhood of $118,000 with requirements as itemized on the following page.

Budget Suggestions

Editor's Note: For detailed breakdown of present budget see EXHIBIT M.

Budget Items and Amounts		Explanations
Salaries		
Present	$ 46,264	$5200 for secretary-bookkeeper to free Director for professional bibliographic work $4800 for additional library assistant $4500 for crash filing program to eliminate arrearages
Additional	14,500	
Employee benefits		
Present	4,380	Social security, retirement, insurance
Additional	1,600	
Printing & Postage		
Present	1,800	Effective informational program would require at least doubling present program
Additional	1,800	
Supplies, etc.		
Present	200	To provide desperately needed new forms, records (statistical, bookkeeping, etc.)
Additional	2,000	
Travel		
Present	500	For 6 Exec. Comm. meetings @$300 ($1800) Staff to attend professional meetings and institutes $ 500 Travel for Training $1000 Council meetings $1200
Additional	4,000	
Equipment		
Present	NONE	Electric typewriter, rent and service use of Xerox and/or other form of reproduction equipment; some means of faster communications; additional filing equipment
Additional	9,600	
Housing, utilities, etc.		
Present	NONE	Payment to the University of Washington for services now being rendered
Additional	30,000	
Other		
Present	950	
Additional	NONE	

TOTALS: Present $54,094 Additional $63,500 Grand Total $117,594

While the presence of money does not guarantee that a vigorous, dynamic, up-to-date efficient service will be rendered, the absence of it does guarantee that such service will not be rendered. One needs only to examine the Summary of Expenditures (EXHIBIT N) in the 1968-69 Annual Report of PNBC to see why the organization has not kept pace with the jet-propelled age in which it is attempting to serve as a bibliographic center for 5 states and a province. In these days of instant demand and rapid communication it has spent a total for long distance telephone calls of $61.69 in 24 years! (The SCAN lines available to PNBC cover only geographical area of Washington State.) PNBC's costs for the same period (1945-1969) for photocopy service adds up to an unbelievable $43.95. The expenditure of only $6,122.22 for Travel for Staff Executive Committee and Council for 24 years has meant an average annual outlay of less than $300! No further conjecture needs to be advanced as to why the Executive Committee has been unable to take regular, positive, active steps in monitoring the affairs of the Center and in guiding its Staff into policy changes to keep up with the times. Nor need one ask why the Director and Catalog Editor have not attended, at least occasionally, a meeting of the American Library Association, to say nothing of participating in the various institutes, conferences, and workshops to keep aware of trends in the fast moving business of bibliographic control. Not one cent appears in the expenditures since 1945 for membership in any association or organization working with any professional community. There is a strange inconsistency here where the parent organization insists that member libraries belong as institutional members to its organization!

FINANCES - RECOMMENDATIONS

A. The financial support of PNBC should be shifted to the states (provinces) within the area of the PNLA; costs should be prorated on the basis of POPULATION of the separate states in proportion of each to the total population of the entire region.

B. The University of Washington should be fully compensated for the services it renders PNBC, including housing, equipment, administrative expenses, and salary supplements.

C. There should be adopted immediately a budget that will make it possible for the Center to take care of arrearages, set up operation on a more efficient basis, and secure whatever staff and equipment are needed to take advantage of existing facilities for speeding up services.

D. Fiscal provisions should be made for planning activities and study projects to help chart the future course of PNBC, with emphasis on personnel and travel to enable the Center Staff and its Directors to keep parallel pace with bibliographic and information retrieval developments taking place in the several states and the nation.

E. There is not enough money now available to hire an Executive Director as now being considered; nor is there enough money to computerize the present activities of the Center.

8

ADDENDUM

Additional Budget Suggestions Requested by PNBC Executive Committee

On December 12, 1969 the Executive Committee of PNBC Council met to discuss the review copy of this Study in what was intended by the author to be its final form. The Committee approved the concepts contained herein for an expanded PNBC with an enlarged service program. Finding within the Study a budget sufficient only to cover *present operations* limited to interlibrary loan (See page 41) the Committee requested the Analyst to prepare a budget which would make adequate provision for a *full range of services* under an expanded program and to get it into the final printed report. The presses were stopped to include estimates of what costs would be to offer to libraries in the Pacific Northwest the recommended added services from their Bibliographic Center. It should be noted that this does *not* include costs for complete automation of the Center since there are no definitive cost figures yet available. Future research teams should work on estimating the cost of converting PNBC records to machine readable form compatible with internal developments within each state (province).

ANNUAL BUDGET SUGGESTIONS FOR FULL REGIONAL SERVICE PROGRAMS

Summary - By Service Programs

I. Management Services	$137,556.00
II. Catalog Development and Maintenance	57,000.00
III. Interlibrary Loan	37,800.00
IV. Reference Referral	59,600.00
V. Public Information, Training, and Consultant Services in Bibliography	31,200.00
VI. Referral to and Coordination of Regional Resources	17,200.00
VII. Research and Planning	38,200.00
TOTAL OF ESTIMATED ANNUAL COST	$378,556.00

Summary - By Category of Expenditures

A. Personnel			$201,300.00
1. Librarians	(7)	$94,500.00	
2. Other Specialists	(3)	38,000.00	
3. Clerical Assistants	(13)	68,800.00	
B. Equipment			13,600.00
C. Materials			58,000.00
D. Services and Supplies			105,656.00
TOTAL OF ESTIMATED ANNUAL COST			$378,556.00

(For Breakdown see next two pages)

BUDGET BREAKDOWN

SERVICES	ESTIMATED COSTS (Annual)	
I. Management Services	Staff:	
a. Administration	Director.	$22,500.00
	Secretary-Bookkeeper. . .	5,800.00
b. Housing	Capital Improvements. .	9,600.00*
c. Personnel and payroll records	Supplies.	6,000.00
	Travel.	14,500.00
d. Publications (Manuals, information, forms)	Housing, etc. (To Univ. of Wash.) .	40,000.00
	Communications Expense (Postage, Telephone, Printing.	15,000.00
	Employee Benefits .	24,156.00
II. Catalog Development and Maintenance	Staff:	
	Catalog Editor. .	$10,000.00
a. Consolidate filing & other records; streamline for automation	Coding & Filing Clerks (3). . .	15,000.00
	Catalog Expansion .	28,000.00
b. Develop subject access	National Union Catalog	4,000.00
c. Expand number of libraries & types of materials	(Purchase of printed catalog issues and submission of cards for inclusion)	
d. Continue contribution to N.U.C., Pre-1956 Imprints		
III. Interlibrary Loan	Staff:	
	Chief Bibliographer.	$10,000.00
	Search Assistants(2) .	15,000.00
	Clerk-Typist(1) .	4,200.00
	Communications Clerk (SCAN & WATS)	5,600.00
	Bibliographic Tools	3,000.00

(Continued on next page)

Budget Breakdown—continued

IV. Reference Referral

Recommendation that this service be given through contract with University of Washington and Seattle Public Library

Staff:

Reference Specialists (2)	$30,000.00
Clerk-Stenographers (2)	9,600.00
Supplementary Materials	20,000.00

V. Public Information, Training, and Consultant Services

a. Publicity program for making general awareness of interlibrary loan

b. Regular training program for personnel involved in submitting requests for information (location and reference)

c. Consistent follow-up on bibliographic omissions and errors

Staff:

Public Relations Officer	$ 10,000.00
Training Officer	10,000.00
Clerk-Typist	4,200.00
Training Equipment	4,000.00*
Materials	3,000.00

VI. Referral to and Coordination of Regional Resources

a. Resources inventory
b. Cooperative specialization of materials (Acquisition and reporting)
c. Last copies program
d. Inventory of Personnel Expertise

Staff:

Materials Specialist	$12,000.00
Inventory Clerk	5,200.00

VII. Research and Planning on a Regional Basis

Staff:

Research Analyst	$20,000.00
Research Assistant	8,000.00
Clerk-typist	4,200.00
Contractual Services (Massive data gathering, etc.)	6,000.00

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* Non-recurring items, or items recurring at reduced amounts.

CHAPTER VII

THE QUESTION OF CONTENT

What Comprises PNBC

THE QUESTION OF CONTENT

What Comprises PNBC

The elements that make up PNBC are: 1) Member libraries; 2) Staff; 3) Some bibliographic tools; 4) The input of the contributing libraries; and 5) Its main service tool - the Union Catalog.

Added to these corporeal elements are the important intangible components of pride, spirit and attitude. These two -- material and attitudinal, objective and subjective -- combine to make up its one overriding element; viz., its service program, past and present. Whatever is evolved for its future service program will, like its past and present, depend upon maintaining exactly the right proportions of these two sets of fundamental components.

A profile of its members is presented in detail in Chapter VIII. Information about its Staff is largely concentrated in the portion of this Study dealing with Finances, Chapter VI, and in Section E of the discussion on "Internal Operations at PNBC," pages 116-118. Its continuing policy has been not to acquire materials itself, but rather to use those belonging to the University Library where it has always been housed. The result of this concept has been that the Center has acquired very little in the way of bibliographic tools. Further reference is made to this point on pages 118, 119.

This brings the Study to consideration in some depth of PNBC's two remaining material components, viz., Its Contributing Libraries and the Union Catalog. Following this view of what comprises the Center's principal service tool Chapter VIII will deal at length with the past and present services that these components have all combined to make possible. No attention to past and present services could fail to call up, also, some notion of services desirable for the future.

Contributing Libraries and the Union Catalog.

The instrument of service whereby PNBC performs its chief function, viz., interlibrary loan locations for its member libraries, is a UNION CATALOG.

This catalog was originally composed of:

1. Holdings of 40 libraries in the Pacific Northwest	1,353,632 cards
2. A Library of Congress depository catalog	1,625,000 cards
3. A catalog of the John Crerar Library in Chicago	415,670 cards

Cards from the 40 original Contributing Libraries were photographed and interfiled in the Union Catalog along with those from Library of Congress and John Crerar. The list of the libraries is found on pages 23 and 24 of the bound in pamphlet PNBC Manual of Information for Participating Libraries; revised edition. The number of Contributing Libraries has decreased, as indicated in the listing, to 30 due to voluntary withdrawals and some consolidations of libraries. In addition to the 6 noted as having withdrawn prior to 1966, these no longer send records of their acquisitions to PNBC: Provincial Archives, Victoria; Provincial Library, Victoria; Public Library Commission, Victoria. The Oregon State Library stopped submitting cards of its holdings after it began publishing its book catalog, which it has made available to PNBC. No cards have been added from John Crerar since 1958.

On June 13, 1958 the PNBC Board of Managers (subsequently changed to a Council with an Executive Committee) adopted a sweeping set of policy changes, the impetus for which was the desire to implement some of the recommendations of the Swank Survey. (See pages 102-103) A sub-committee, chaired by Helen Johns, was appointed at that time to bring to the Board (Council) recommendations regarding Dr. Swank's item No. 5, which reads:

"That a consistent policy be applied to the kinds of special materials that are recorded in the Union Catalog, and to the kinds that are to be recorded or described by other methods."

As a result of this sub-committee's report filed July 22, 1958 the nature of the materials to be included in the Union Catalog was set as follows:

1. Include cards for all books, mentioning especially the following, but with the exceptions noted in Number 2, below:
- Books on microfilm, microcards and in microprint because these are substitute forms for books.
- Include serials and fiction

2. Do not include cards for:
    - Books in Braille or talking books
    - Books in juvenile collections
    - Motion picture films
    - Phonograph records
    - State and Federal documents
    - United Nations documents
    - Maps
    - Analytics

The Catalog is in several alphabetical series including the main Union Catalog, where coding is complete, the supplement where individual cards are filed for each title without coding, the preliminary file of new acquisitions from the Contributing Libraries; the latest arrivals from these libraries; the LC supplement of cards with imprints prior to 1968.

PNBC and the Library of Congress depository catalog have been an up-and-down affair. The original catalog as stated above, began with 1,625,000 cards from LC. Dr. Swank recommended that this phase of PNBC be discontinued. His recommendation was adopted and in 1958 the Center stopped filing the LC cards. This decision brought repercussions from the Library of the University of Washington where several departments found the LC cards useful to their operations. The University agreed to furnish staff members to do the filing if the accumulation of the LC cards would be resumed. This arrangement was agreed to and is still in effect as of November 1969. A University paid filer receives the shipments of LC cards, divides them pre-1968 and post 1968, and files the former in the Center's LC supplement file and the latter in the Cataloging Department of the University Library. The cards are used as cataloging tools and do not now comprise a complete LC depository file. When the Center has need for a post 1968 card it pulls from this file in addition to any that University catalogers may need for any purpose.

It is the practice of the Staff to file in the Catalog any location information it receives for titles searched outside the region in the event that future requests may be made for the same title. The Catalog contains over 20,000 such records. There are also in the Catalog many cards (the number runs, apparently from spot checks into the thousands) that contain no locations; rather they comprise what one observer called: "a very fragmentary record of assorted human knowledge." While admittedly anything has some possible use, in the interest of time and space, it seems important that all cards not contributing to location information within the region, be weeded from the Catalog.

One of the most regretable aspects of PNBC's course of development is that there have never been any library's holdings added to the Union Catalog since the original 40. This has been particularly weakening to the Center's potential for service in the area of special libraries, academic libraries with in-depth subject specialties, and newly developed public library systems. Even when the title holdings are duplicates, as would be the case with many public libraries, the number of copies available could cut down on the long waits for the limited number in the few listed locations. In the questionnaire sent to the libraries who do not contribute to PNBC's cards and therefore are not called upon for loans, there was an almost unanimous expression of willingness to loan materials. A letter from a university librarian, received at the outset of this study had this to say, in part: "One of the early acts of my administration was to offer to the Center a main entry of each 'work' in the collection and to report thereafter each accession. The offer was declined. It is my thought that this fact should be reported in connection with the study of Current Inter-Library Loan Practices among Washington State Libraries." Declining this offer bespoke nothing more than the 100% absence of any provision for expansion of the Union Catalog to include any additional libraries' holdings.

EXHIBIT O shows the current size of the Union Catalog and EXHIBIT P indicates the size of the filing task continuously faced by the Staff. These two EXHIBITS answer the first question posed by any persons interested in any form of change at PNBC: "How many cards are we talking about?" We are "talking about" nearly 4 million!

PHYSICAL SIZE OF THE UNION CATALOG

Main Catalog has approximately	3,825	trays.
Supplement Catalog has about	525	trays.
The LC Supplement has	1,200	trays.

Recent acquisitions (new cards coming in from the Contributing Libraries) usually occupy about 20 wooden trays and 60 cardboard boxes.

At the last count in early Fall of 1969 there were:

13 paper boxes of new LC cards in one alphabet
44 paper boxes of new LC cards in a second alphabet

(See also Chapter X, page 96)

CHAPTER VIII

QUESTIONS OF SERVICE

PNBC at Work for Its Members

QUESTIONS OF SERVICE

PNBC At Work for Its Members

Many queries are made about PNBC in relation to the services it renders. That it has, as suggested by Dr. Swank, become little more than an interlibrary loan service, is crystal clear. But the way that it operates to render that interlibrary loan service is much less clear. One needs only to bring up the subject of PNBC in conversation with groups of librarians in the Pacific Northwest to be struck with a barrage of opinions, ideas, suspicions, prejudices, loyalties, doubts--most of which have no factual bases whether their vehemence is for or against the Center. Misconceptions are common and found in the most surprising places; irresponsible statements are issued as truths; rumors run rampant; strange conclusions are reached from inaccurate hypotheses. The purpose of this chapter of the Study is to present some facts as to who belongs to it, who uses it and how much, what it costs each member and what is asked of the Center as well as to produce some samplings that will help to show to what degree it does or does not fill the requests made of it.

Examination of TABLE V

This summary TABLE gives a five (5) year, month by month, record of the number of requests that PNBC receives. It is generally supposed that the sharp drop between 1967-68 and 1968-69 was due to the advent and development of the Pacific Northwest Regional Health Sciences Library (See EXHIBIT T). The rapid growth taking place in this exciting library development need be only a source of great satisfaction to the region's librarians. Whatever decrease takes place in PNBC's requests that can be attributed to the expanded program of the Health Sciences Library simply means that one segment of the library community can now receive better service through the electronic facilities of this new program.

Another factor that no doubt has some effect on the total number of requests has to do with the increasing tendency of libraries to deal directly with each other for locations found in the Union List of Serials.

In her Oregon study Mrs. Clemmer attributed the lessening use of PNBC by Oregon's libraries to the publishing of a book catalog of the holdings of Oregon State Library.

Just how serious is the time factor (See ANALYSIS No. Three)in the decrease—or failure to grow—in use of PNBC is not accurately discernible through available data. The disparaging comments of many librarians and the high percentage of failure to respond to reports sent back to the libraries (See Page 68) must certainly have its effect even if there is no distinct data to prove it mathematically. Those of the older generation whose instincts, in lieu of research facilities, have enabled them to fly a pretty good library "by the seat of their pants" feel no need of mathematical proof to assert that if people do not get what they want when they want it their use of library service tends to drop off.

Whatever the reasons, the fact remains that PNBC is not growing and until there is evidence—which at this point is not perceptible—that library service has improved so greatly in each separate library that even the twin explosions of population and information do not present the need for more exchange of materials among libraries this decline is a cause for alarm—and for action.

TABLE V

(1) REQUESTS FOR INTERLIBRARY LOAN and Related Services

July 1964 - June 1969

	1964-65	1965-66	1966-67	1967-68	1968-69
July	1,377	1,382	1,284	1,412	1,331
August	983	1,035	1,101	1,291	1,262
September	973	1,029	1,199	1,357	1,195
October	1,474	1,384	1,666	1,918	1,763
November	1,529	1,312	1,604	1,927	1,407
December	1,133	1,238	1,387	1,538	1,190
January	1,476	1,370	1,815	1,796	1,522
February	1,696	1,618	1,954	1,914	1,630
March	1,753	1,648	1,991	1,651	1,855
April	1,581	1,475	1,439	1,920	1,702
May	1,155	1,378	1,405	1,422	1,322
June	1,093	1,208	1,277	1,222	1,359
	16,223	16,077	18,122	19,368	17,511

(1) Source: TABLE reproduced exactly from 1968-1969 Annual Report of PNBC.

Examination of TABLES VI and VII

TABLE VI summarizes what TABLE VII breaks down in library-by-library detail. Taken together they show:

- Who belongs to PNBC;
- How the members are classified by types of libraries in the entire region and in each state;
- The chronology of their relationship with the Center;
- The financial development of each member as its budget is reflected in the change in fees from the beginning of membership and during the last 10 year period;
- The % of support by type of library compared with the summary of use by the same groupings;
- The general use made by each library for 1968 and for the first six months of 1969, making it possible to project the current rate of use as compared to last year;
- One library, because of the $1,000 maximum, pays LESS to support PNBC in 1969 than it did in 1947! (This is perhaps the only case in modern history where anything costs less in 1969 than it did 22 years ago.)

No attempt was made to chart the involvement of Pacific Northwest members by fluctuation of numbers over a period of years. The trend of library development toward combining smaller units into systems,which is taking place in all the states,tends to invalidate any inferences that might be drawn from a change in number.

While the actual count of member libraries changes from year to year it does not necessarily follow that fewer libraries are using the services of PNBC. As larger units of service in the public library field decrease the number of administrative units by combining smaller ones into systems of libraries the smaller components of these regions drop their individual memberships in PNLA because the system headquarters then becomes the official member.

Nor does this decrease in number of members necessarily result in less income for PNBC, although it may. For example, in 1969 when Timberland Regional Library was established, six (6) individual libraries who had been members, dropped their membership for which they were paying a combined annual fee of $992.65. Timberland's assessment, after these members became affiliated with the Region, reached the maximum of $1,000. There was, then, no financial loss to PNBC although its actual membership number showed a decrease.

Aberdeen	$ 116.03
Centralia	65.44
Hoquiam	83.41
S.P.S. Regional	411.34
Grays Harbor County	212.51
Pacific County	103.92
TOTAL	$ 992.65

However, in January, 1970 when Chehalis begins its contractual arrangement with Timberland Regional Library their annual contribution of $55.76 will be lost to PNBC. Because Timberland has already reached the $1,00C ceiling set by current PNBC fiscal regulations, it will not be compensating to PNBC for the loss of income from Chehalis. This is yet another reason for re-examining the policy of a set ceiling at such a modest level as the present $1,000.

TABLE VI

SUPPORT GIVEN AND USE MADE OF PNBC BY TYPE OF LIBRARY

Summary

					Requests Received by PNBC			
TYPE OF LIBRARY	Members 1969-70	%	Fees 1969-70	%	In Year 1968	% of Total	1st $\frac{1}{2}$ of 1969	% of Total
Academic	52	27.08	$20464.27	44.00	5,582	34.00	3,003	34.91
Public	113	58.85	20941.20	45.03	8,548	52.05	4,520	52.54
State*	7	3.65	3514.48	7.56	1,017	6.19	490	5.70
Special	20	10.42	1586.00	3.41	1,275	7.76	589	6.85
TOTALS:	192	100	$46505.95	100	16,422	100 %	8,602	100 %

* Provincial library services in British Columbia are divided into two units (Provincial Library and Library Development Commission) thereby making a total of 7 state agencies for 1 province and 5 states.

TABLE VII

SUPPORT GIVEN AND USE MADE OF PNBC BY ITS INDIVIDUAL MEMBERS

History of Participation
Comparative Amounts of Support
Current Usage

BY STATE AND BY KIND OF LIBRARY WITHIN EACH STATE

ALASKA

	FIRST YEAR OF MEMBERSHIP	MEMBERSHIP FEES PAID			REQUESTS SENT TO PNBC	
		First Year	Year 1959-60	Year 1969-70	Calendar Year 1968	First Six Months of 1969
Universities, Public						
Univ. of Alaska	1949	$ 25.00	$ 123.55	$1,000.00	286	216
Public Libraries						
Ketchikan	1945	10.00	30.00	76.51	9	17
State Library						
Alaska State Library	1956	30.00	35.00	550.00	74	68
Federal Agencies						
Fisheries Research Library	1965	20.00	not a member	25.00	2	3

BRITISH COLUMBIA

Universities, Public						
University of B.C.	1945	$ 200.00	$ 400.00	$1,000.00	538	243
Public Libraries						
Fraser Valley Regional	1945	25.00	100.00	100.00	19	3
Vancouver Island Reg.	1945	10.00	100.00	107.50	48	39
State (Provincial) Libraries						
Provincial Library	1945	90.00	181.25	181.25	N.R.	N.R.
Library Development Commission	1945	50.00	150.00	150.00	---	2
National Agencies						
Defence Research Establishment Pacific	1957	25.00	25.00	30.00	35	13
State (Provincial) Agencies						
B.C. Forest Service Lib.	1955	5.00	10.00	10.00	---	---
Provincial Archives	1945	25.00	52.50	52.50	---	---
Business & Industry						
Consolidated Mining	1957	25.00	25.00	25.00	N.R.	N.R.

TABLE VII (p. 2)

SUPPORT GIVEN AND USE MADE OF PNBC BY ITS INDIVIDUAL MEMBERS (Continued)

IDAHO

	FIRST YEAR OF MEMBERSHIP	MEMBERSHIP FEES PAID			REQUESTS SENT TO PNBC	
		First Year	Year 1959-60	Year 1969-70	Calendar Year 1968	First Six Months of 1969
Universities, Public						
Univ. of Idaho	1945	$ 78.22	$ 407.67	$ 969.00	134	51
Idaho State Univ.	1949	25.00	250.00	874.35	96	158
4 Yr. Colleges, Public						
Boise State College	1951	5.00	40.00	520.33	49	9
Lewis & Clark Normal School	1959	35.00	35.00	40.00	11	1
4 Yr. Colleges, Private						
College of Idaho	1945	20.00	40.00	229.28	81	35
Northwest Nazarene	1952	10.00	35.00	176.35	77	18
Public Libraries						
Blackfoot	1965	30.00	not a member	30.00	N.R.	---
Boise	1945	65.43	149.66	* 48.50	280	165
Boundary County	1965	25.00	not a member	25.00	---	2
Caldwell	1945	20.00	35.00	82.73	82	20
Cambridge Comm.	1965	1.00	not a member	1.00	N.R.	N.R.
Coeur d'Alene	1961	30.00	not a member	35.00	10	14
Glenns Ferry	1966	5.00	not a member	2.00	N.R.	N.R.
Idaho Falls	1945	25.00	104.23	241.69	147	56
Madison County	1965	25.00	not a member	30.00	2	---
Nampa	1945	20.00	not a member	134.48	9	14
Nez Perce County	1956	25.00	25.00	149.50	224	106
Payette	1965	20.00	not a member	25.00	2	---
Post Falls	1964	3.00	not a member	10.00	10	6
Twin Falls Regional	1945	25.00	not a member	212.68	28	6
State Library						
Idaho State Library	1958	93.75	160.00	383.23	21	12
Business & Industry						
Potlatch Forests, Inc.	1969	30.00	not a member	30.00	not a member	Joined in July 1969

*Errata: The Membership Fees for Boise, Idaho should be $498.05 for the year 1969-70 instead of $48.50. This error represents a little less than 1% in calculations for PNBC's total income and for the share of that income paid by Idaho and by the public libraries.

TABLE VII (p. 3)

SUPPORT GIVEN AND USE MADE OF PNBC BY ITS INDIVIDUAL MEMBERS (Continued)

MONTANA

	FIRST YEAR OF MEMBERSHIP	MEMBERSHIP FEES PAID			REQUESTS SENT TO PNBC	
		First Year	Year 1959-60	Year 1969-70	Calendar Year 1968	First Six Months of 1969
Universities, Public						
Montana State Univ.	1945	$ 40.00	$ 389.00	$1,000.00	168	45
Univ. of Montana	1945	81.37	247.89	1,000.00	422	159
4 Yr. Colleges, Public						
Eastern Montana College of Education	1945	25.00	not a member	407.13	17	8
Northern Montana College	1945	25.00	35.00	72.50	12	11
4 Yr. Colleges, Private						
Carroll College	1959	35.00	35.00	112.25	11	2
Public Libraries						
Anaconda (Hearst)	1945	20.00	not a member	70.38	14	3
Billings	1945	30.00	125.00	477.00	145	30
Bozeman	1952	25.00	30.00	67.04	11	1
Flathead County	1959	35.00	35.00	123.92	22	7
Garfield County	1965	5.00	not a member	5.00	N.R.	N.R.
Glacier County	1946	5.00	51.60	52.93	5	2
Glendive	1951	10.00	35.00	35.00	3	---
Great Falls	1945	50.00	248.87	421.42	75	44
Harlem	1965	5.00	not a member	20.00	6	---
Helena	1951	25.00	61.74	194.07	48	23
Lewistown	1945	20.00	25.00	30.00	30	7
Miles City	1945	20.00	30.00	52.00	31	5
Missoula	1945	35.00	69.06	117.93	92	41
Stillwater County	1948	5.00	20.00	20.00	4	1
State Library						
Montana State Library	1946	20.00	62.35	250.00	40	16
Federal Agencies						
U.S. Rocky Mountain Laboratory	1945	25.00	75.00	75.00	10	17
Organizations, Assoc. etc., Private						
Historical Society of Montana	1946	25.00	35.00	40.00	N.R.	N.R.

TABLE VII (p. 4)

SUPPORT GIVEN AND USE MADE OF PNBC BY ITS INDIVIDUAL MEMBERS (Continued)

OREGON

	FIRST YEAR OF MEMBERSHIP	MEMBERSHIP FEES PAID			REQUESTS SENT TO PNBC	
		First Year	Year 1959-60	Year 1969-70	Calendar Year 1968	First Six Months of 1969
Universities, Public						
Oregon State	1945	$ 275.47	$ 809.72	$1,000.00	231	108
University of Oregon	1945	248.23	1,000.00	1,000.00	642	360
Univ. of Oregon, Dental	1948	5.00	35.00	85.66	N.R.	N.R.
Univ. of Oregon, Medical	1945	30.00	130.00	493.02	114	73
Oregon Graduate Center	1969	35.00	not a member	35.00	not a member	1
2 Year Colleges						
Blue Mountain Comm.	1967	40.00	not a member	113.30	13	92
Universities, Private						
Willamette University	1945	25.00	82.28	227.21	47	17
University of Portland	1945	25.00	50.00	280.61	167	96
Pacific University	1945	25.00	77.19	235.00	11	---
4 Year Colleges, Public						
Eastern Oregon	1945	25.00	60.00	75.00	51	11
Portland State	1956	25.00	50.00	1,000.00	243	160
Southern Oregon	1945	25.00	128.48	421.60	99	33
4 Year Colleges, Private						
George Fox	1950	5.00	10.00	30.00	17	4
Lewis & Clark	1950	25.00	50.00	125.00	2	13
Linfield	1945	25.00	72.50	234.69	60	25
Marylhurst	1949	5.00	40.00	40.00	1	20
Mt. Angel College	1966	30.00	not a member	40.00	11	1
Mt. Angel Abbey	1954	25.00	25.00	35.00	14	5
Reed College	1945	30.00	144.50	374.35	203	94
West. Conserv. Bapt.Sem.	1952	5.00	not a member	30.00	N.R.	N.R.

TABLE VII (p. 5)

SUPPORT GIVEN AND USE MADE OF PNBC BY ITS INDIVIDUAL MEMBERS (Continued)

OREGON

Page 2

	FIRST YEAR OF MEMBERSHIP	MEMBERSHIP FEES PAID			REQUESTS SENT TO PNBC	
		First Year	Year 1959-60	Year 1969-70	Calendar Year 1968	First Six Months of 1969
Public Libraries						
Ashland	1945	$ 20.00	$ 35.00	$ 123.82	16	11
Astoria	1945	25.00	59.92	88.61	54	41
Clackamas County	1945	25.00	25.00	125.00	38	27
Coos Bay	1964	35.00	not a member	130.68	23	10
Corvallis	1945	5.00	20.00	50.00	40	11
Deschutes County	1945	25.00	not a member	50.00	N.R.	N.R.
Douglas County	1952	20.00	188.32	198.21	227	101
Eugene	1945	25.00	55.00	470.24	6	7
Hood River County	1949	20.00	35.00	66.17	16	4
Josephine County	1945	20.00	111.91	190.50	184	99
Klamath County	1945	25.00	not a member	188.92	86	19
Klamath Falls	1945	25.00	56.87	43.40	16	14
Lake County	1956	25.00	25.00	30.00	2	---
Library Assn. Portland	1945	876.21	1,000.00	1,000.00	294	117
Malheur County	1945	20.00	57.24	99.11	63	36
Medford & Jackson Co.	1945	30.00	75.00	394.62	29	25
North Bend	1964	35.00	not a member	50.97	5	3
Salem	1945	30.00	104.97	396.27	42	38
Tillamook County	1948	7.75	73.80	117.59	60	21
Toledo	1966	5.00	not a member	20.00	2	5
Umatilla County	1945	35.00	122.34	181.30	46	29
Woodburn	1960	10.00	not a member	35.00	22	11

TABLE VII (p. 6)

SUPPORT GIVEN AND USE MADE OF PNBC BY ITS INDIVIDUAL MEMBERS (Continued)

O R E G O N
Page 3

	FIRST YEAR OF MEMBERSHIP	MEMBERSHIP FEES PAID			REQUESTS SENT TO PNBC	
		First Year	Year 1959-60	Year 1969-70	Calendar Year 1968	First Six Months of 1969
State Library						
Oregon State Library	1945	$ 198.23	$ 762.05	$1,000.00	204	123
Federal Agencies						
U.S. Dept. Interior	1945	30.00	90.00	100.00	25	---
Business & Industry						
Field Emission Corp.	1964	20.00	not a member	125.00	161	109
Tektronix, Inc.	1960	35.00	not a member	67.50	30	15
Hyster Company	1962	25.00	100.00	100.00	59	19
Organizations, Assoc. etc. Private						
Oregon Historical Soc.	1945	25.00	25.00	30.00	N.R.	N.R.

TABLE VII (p. 7)

SUPPORT GIVEN AND USE MADE OF PNBC BY ITS INDIVIDUAL MEMBERS (Continued)

WASHINGTON

	FIRST YEAR OF MEMBERSHIP	MEMBERSHIP FEES PAID			REQUESTS SENT TO PNBC	
		First Year	Year 1959-60	Year 1969-70	Calendar Year 1968	First Six Months of 1969
Universities, Public						
Univ. of Washington	1945	$ 541.08	$1,000.00	$1,000.00	287	154
4 Yr. Colleges, Public						
Western Wn. State	1945	35.00	211.23	1,000.00	62	126
Central Wn. State	1945	30.00	200.00	1,000.00	142	73
2 Yr. Colleges, Public						
Big Bend	1963	35.00	not a member	132.50	13	7
Everett	1959	25.00	105.00	288.95	5	3
Green River	1969	---	---	465.00	not a member	---
Centralia	1951	5.00	25.00	115.59	17	13
Grays Harbor	1950	10.00	20.00	113.19	1	10
Wenatchee Valley	1966	77.38	not a member	199.60	18	12
Peninsula	1967	30.00	not a member	40.00	31	23
Columbia Basin	1959	25.00	25.00	116.75	18	11
Universities, Private						
Gonzaga	1945	25.00	83.50	389.95	703	255
Seattle University	1945	20.00	139.94	669.88	42	20
University of Puget Sound	1945	25.00	102.50	445.85	144	63
4 Yr. Colleges, Private						
St. Martin's	1945	20.00	35.00	127.89	13	57
Seattle Pacific	1945	10.00	40.00	212.50	N.R.	N.R.
Walla Walla	1946	25.00	93.55	278.38	26	3
Whitman	1945	25.00	67.19	391.34	152	64
Whitworth	1959	91.97	97.57	200.27	80	40

TABLE VII (p. 8)

SUPPORT GIVEN AND USE MADE OF PNBC BY ITS INDIVIDUAL MEMBERS (Continued)

WASHINGTON

Page 2

	FIRST YEAR OF MEMBERSHIP	MEMBERSHIP FEES PAID			REQUESTS SENT TO PNBC	
		First Year	Year 1959-60	Year 1969-70	Calendar Year 1968	First Six Months of 1969
Public Libraries						
Anacortes	1945	$ 20.00	$ 30.00	$ 53.25	36	49
Asotin County	1969	30.00	not a member	30.00	32	22
Auburn	1945	10.00	35.00	200.00	4	9
Bellingham	1945	77.21	269.10	450.31	96	60
Brewster	1960	5.00	5.00	5.00	4	1
Burlington	1956	5.00	20.00	25.00	12	1
Camas	1945	20.00	56.84	90.96	55	42
Chehalis	1945	20.00	30.00	56.76	29	8
Chewelah	1966	10.00	not a member	5.00	5	4
Clallam County	1946	20.00	82.06	134.74	42	15
Dayton	1968	10.00	not a member	10.00	3	2
Ellensburg	1945	20.00	55.57	92.80	50	57
Enumclaw	1947	10.00	20.00	35.00	48	29
Ephrata	1946	5.00	30.00	51.39	29	2
Everett	1945	35.00	188.26	361.78	58	19
Ft. Vancouver Regional	1945	104.38	362.14	638.51	127	58
Goldendale	1946	7.50	20.00	20.00	43	14
Grandview	1946	5.00	20.00	30.00	30	10
Kelso	1945	20.00	30.00	56.89	53	25
King County	1945	185.40	360.00	1,000.00	592	243
Kitsap Regional	1946	30.00	265.55	434.50	175	94
Longview	1945	30.00	135.22	285.31	187	78
Lynden	1957	5.00	5.00	5.00	2	---
Metalines	1965	5.00	not a member	5.00	8	4
Mid-Columbia Regional	1946	5.00	241.83	381.52	257	97
Mt. Vernon	1949	20.00	30.00	59.63	61	25
Newport	1965	5.00	not a member	5.00	3	1
North Central Regional	1948	71.58	173.97	844.33	620	450
Othello Community	1966	20.00	not a member	20.00	96	42

TABLE VII (p. 9)

SUPPORT GIVEN AND USE MADE OF PNBC BY ITS INDIVIDUAL MEMBERS (Continued)

WASHINGTON
Page 3

	FIRST YEAR OF MEMBERSHIP	MEMBERSHIP FEES PAID			REQUESTS SENT TO PNBC	
		First Year	Year 1959-60	Year 1969-70	Calendar Year 1968	First Six Months of 1969
Public Libraries (Cont.)						
Pasco	1945	$ 20.00	$ 58.13	$ 139.40	38	40
Pierce County	1953	25.00	200.00	840.00	200	202
Port Angeles	1945	20.00	55.59	206.00	46	11
Port Townsend	1945	15.00	20.00	30.00	169	90
Prosser	1945	3.00	20.00	20.00	18	9
Pullman	1946	10.00	30.00	82.08	16	53
Puyallup	1945	20.00	54.00	80.38	34	12
Reardan	1968	5.00	not a member	5.00	45	12
Richland	1951	92.00	220.00	254.31	216	132
Ritzville	1945	10.00	10.00	20.00	24	14
Seattle	1945	1,092.46	1,000.00	1,000.00	360	245
Sedro-Woolley	1947	5.00	20.00	25.00	33	8
Selah	1947	1.00	20.00	25.00	15	3
Shelton	1945	10.00	25.00	50.20	77	31
Snohomish	1945	10.00	20.00	25.00	17	6
Sno-Isle Regional	1946	30.00	364.21	810.00	267	150
Spokane County Rural	1951	90.33	211.63	542.06	59	28
Spokane	1945	259.40	689.67	1,000.00	459	205
Sprague	1955	2.50	10.00	5.00	1	2
Springdale	1946	5.00	5.00	5.00	37	23
Tacoma	1945	250.98	1,000.00	1,000.00	302	145
Tenino	1947	5.00	5.00	5.00	1	---
Timberland Regional	1945	17.50	243.84	1,000.00	being organized	68
Toppenish	1945	20.00	20.00	30.00	14	2
Walla Walla	1945	25.00	113.22	169.51	36	26
Whatcom County	1949	71.10	159.68	290.89	51	12
White Salmon	1950	5.00	5.00	5.00	34	8
Whitman County	1946	70.00	137.67	152.62	151	94
Wilbur (Hesseltine)	1959	2.50	2.50	5.00	52	15
Woodland	1958	5.00	5.00	10.00	22	11
Yakima Valley Regional	1949	177.68	504.69	672.38	370	161

TABLE VII (p. 10)

SUPPORT GIVEN AND USE MADE OF PNBC BY ITS INDIVIDUAL MEMBERS (Continued)

WASHINGTON

Page 4

	FIRST YEAR OF MEMBERSHIP	MEMBERSHIP FEES PAID			REQUESTS SENT TO PNBC	
		First Year	Year 1959-60	Year 1969-70	Calendar Year 1968	First Six Months of 1969
State Libraries						
Washington State Lib.	1945	97.49	376.74	$1000.00	678	269
Federal Agencies						
Fort Lewis Library	1961	25.00	not a member	286.00	97	49
Madigan General Hosp.	1961	10.00	not a member	40.00	88	45
Puget Sound Naval Shipyard	1953	35.00	125.00	125.00	183	82
U.S. Naval Torpedo Stat.	1959	25.00	25.00	25.00	3	---
Bus. & Industry						
Battelle-N.W.	1965	100.00	not a member	100.00	20	22
Crown Zellerbach	1949	25.00	100.00	200.00	485	98
Weyerhaeuser Timber	1957	25.00	25.00	100.00	77	117

Examination of TABLES VIII, IX, X, XI and XII

From

1. A general summary of requests over a five (5) year period, during 1968, and for 1/2 of 1969;
2. Identification and classification of members;
3. Period of their association with PNBC;
4. The fees they pay

we turn now to a more specific examination of the USE made of PNBC.

TABLES VIII through XII actually amount to regroupings of the basic information in TABLE VII—members, requests, fees—in search of answers to some additional questions.

- TABLE VIII pulls out of TABLE VII the number of the requests sent to PNBC to show them in summary by type of library within each state for 1968 and the first half of 1969. Multiplication of the 1969 column by two (2) and comparing the result with the column for 1968 reveals that Alaska's current use of PNBC is almost double what it was in 1968. Could we assume Montana's drop is due to their new interlibrary communications system? These figures were taken from a compilation of the requests listed under each library yielding a total of 16,422; PNBC's compilation in TABLE V shows a total of 18,073 for the months of the calendar year 1968. If both sets of figures are correct this obviously means that 1,651 requests came in from non-members; or at least from libraries who are not now members. Any libraries who may have belonged in 1968 and do not belong for the current year are not listed in TABLE VII nor considered in the summaries in TABLES VI or VIII.

- TABLE IX approaches the use made by academic libraries from the standpoint of size of the institution. In each group the libraries are arranged in descending order according to size of the student body. Relationships can be established between the size of the student body and number of faculty members, between students and requests, and between students and budget, the size of the latter being the determining factor in the fees paid (See EXHIBIT K.)

  A word needs to be said here regarding the enrollment figures. If any reader of this Report finds his enrollment incorrect may we suggest he look at some other reference books? We made tedious and frustrating effort to get the latest figures. Scarcely ever did two sources--even for the same date!--give the same figures for what was allegedly the same thing.

- TABLE X goes thoroughly into the question of where the 2 year colleges are in the region and the extent to which they have affiliated with PNBC. Being much newer on the whole than other types of libraries these community colleges might be indicative of a more current attitude toward participation in PNBC. There is, too, the possibility that the "graduate students only" attitude of traditional interlibrary loan tends to steer them away from extensive use of it. There is likely to be less faculty research need stemming from community colleges than from 4 year and graduate institutions.

- TABLES XI and XII scotch very effectively the persistent but false rumor that PNBC is "just for little public libraries that have no book collections." TABLE XI shows that over 56% of all requests from Washington public libraries come from the large ones serving populations of over 100,000 and that nearly 19% of all requests coming into PNBC for the entire year was from these libraries. TABLE XII reveals that even after the combined resources of metropolitan cities and counties have been exhausted these libraries must still seek materials elsewhere to satisfy their readers. An examination of the requests from Oregon in 1967 showed that 55% of its total 1,090 requests from public libraries eminated from only three (3) of them, Portland, Douglas County, and Josephine County, none of which could be classified as "little libraries with no book collections."

Two other factors need to be considered in connection with this set of TABLES:

1. The delineation of service to non-members of PNBC in TABLE XXI and XXII and in Chapter XVI "Pressure Points in Interlibrary Loan;"
2. The quality of materials asked for by member libraries shown in the subjects of the requests in ANALYSIS NO. ONE, p.6.

The first of these factors brings out a rather serious problem of inequity where some libraries by-pass membership in PNBC and secure whatever they need directly from other libraries without paying fees, while some continue to support cooperation by paying fees to PNBC. This situation is one of the strongest arguments for support of a regional bibliographic center at the state levels by agencies who have equal responsibility for all libraries and the people who use them.

The second of these factors lays to rest the frequently expressed, but totally unfounded,notion that many libraries just use PNBC for materials of a trivial nature. Nothing is further from the truth, regardless of the type of library to which this statement is at the time being applied.

TABLE VIII

ALL PNBC REQUESTS

1968: 18073 *

1st ½ of 1969 8602 **

SUMMARY OF THE USE MADE OF PNBC BY ITS MEMBERS

BY TYPE OF LIBRARY AND BY STATE

Requests Received by PNBC During Calendar Year 1968 and First Six Months of 1969

* From all sources
** From members only

TYPE OF LIBRARY	ALASKA		BRITISH COLUMBIA		IDAHO		MONTANA		OREGON		WASHINGTON	
	Year 1968	1st ½ of 1969	Year 1968	1st ½ of 1969	Year 1968	1st ½ of 1969	Year 1968	1st ½ of 1969	Year 1968	1st ½ of 1969	Year 1968	1st ½ of 1969
ACADEMIC, PUBLIC												
UNIVERSITIES	286	216	538	243	230	209	590	204	987	542	287	154
4 YR. COLLEGES					60	10	29	19	393	204	204	199
2 YR. COLLEGES									13	92	103	79
OTHER												
ACADEMIC, PRIVATE												
UNIVERSITIES									225	113	889	338
4 YR. COLLEGES					158	53	11	2	308	162	271	164
PUBLIC LIBRARIES	9	17	67	42	794	389	486	164	1271	629	5921	3279
STATE LIBRARIES	74	68	0	2	21	12	40	16	204	123	678	269
FEDERAL AGENCIES	2	3	35	13			10	17	25	0	371	176
STATE AGENCIES (other than State Libraries)												
BUSINESS & INDUSTRY						NEW	NEW		250	143	582	237
PRIVATE ORGANIZATIONS & ASSOCIATIONS												
TOTALS:	371	304	640	300	1263	673	1166	422	3676	2008	9306	4895

TABLE IX

USE OF PNBC BY INDIVIDUAL ACADEMIC LIBRARIES

Arranged By Kind Of Academic Institution
and
By Size Of Student Body Under Each Kind

KIND AND NAME OF INSTITUTION	ENROLLMENT		REQUESTS REC'D BY PNBC		FEES PAID
	STUDENTS	FACULTY	1968	1st Half of 1969	1969-70
UNIVERSITIES, PUBLIC					
Washington	28,505	3,492	287	154	$1,000.00
British Columbia	21,717	Unavailable	538	243	1,000.00
Oregon includes Univ., Medical, Dental, Graduate Center	12,800	1,400	756	434	1,613.68
Oregon State	12,150	950	231	108	1,000.00
Montana State	6,301	477	168	45	1,000.00
Idaho	5,914	433	134	51	969.00
Montana	5,700	340	422	159	1,000.00
Idaho State	4,909	300	96	158	874.35
Alaska	1,828	399	286	216	1,000.00
SUB-TOTALS	99,821	7,791	2,918	1,568	$9,457.03
4 YEAR COLLEGES, PUBLIC					
Portland State	8,304	564	243	160	$1,000.00
Western Washington	5,600	370	62	126	1,000.00
Boise State	4,903	252	49	9	520.33
Central Washington	4,756	330	142	73	1,000.00
Southern Oregon	3,500	220	99	33	421.60
Eastern Montana	2,650	146	17	8	407.13
Eastern Oregon	1,310	100	51	11	75.00
Northern Montana	1,195	86	12	11	72.50
Lewis & Clark Normal	666	37	11	1	40.00
SUB-TOTALS	32,884	2,105	686	432	$4,536.56

TABLE IX (p. 2)

USE OF PNBC BY INDIVIDUAL ACADEMIC LIBRARIES (Continued)

KIND AND NAME OF INSTITUTION	ENROLLMENT		REQUESTS REC'D BY PNBC		FEES PAID
	STUDENTS	FACULTY	1968	1st Half of 1969	1969-70
2 YEAR COLLEGES, PUBLIC					
Everett	4,729	168	5	3	$ 288.95
Columbia Basin	2,832	146	18	11	116.75
Blue Mountain	2,075	45	13	92	113.30
Green River	1,827	70	Not a Member	---	465.00
Grays Harbor	1,742	52	1	10	113.19
Wenatchee Valley	1,676	81	18	12	199.60
Centralia	1,493	63	17	13	115.59
Big Bend	1,417	59	13	7	132.50
Peninsula	803	34	31	23	40.00
SUB-TOTALS	18,594	718	116	171	$1,584.88
UNIVERSITIES, PRIVATE					
Seattle	3,400	302	42	20	$ 669.88
Gonzaga	2,573	239	703	255	389.95
Puget Sound	2,371	159	144	63	445.85
Portland	1,870	130	167	96	280.61
Willamette	1,435	123	47	17	227.21
Pacific	1,035	74	11	--	235.00
SUB-TOTALS	12,684	1,027	1,114	451	$2,248.50

TABLE IX (p. 3)

USE OF PNBC BY INDIVIDUAL ACADEMIC LIBRARIES (Continued)

KIND AND NAME OF INSTITUTION	ENROLLMENT		REQUESTS REC'D BY PNBC		FEES PAID
	STUDENTS	FACULTY	1968	1st Half of 1969	1969-70
4 YEAR COLLEGES, PRIVATE					
Seattle Pacific	1,919	120	N.R.	N.R.	$ 212.50
Lewis & Clark	1,798	162	2	13	125.00
Whitworth	1,722	99	80	40	200.27
Walla Walla	1,355	100	26	3	278.38
Reed	1,083	118	203	94	374.35
Linfield	1,072	78	60	25	234.69
College of Idaho	1,057	81	81	35	229.28
Northwest Nazarene	1,045	62	77	18	176.35
Whitman	1,010	88	152	64	391.34
Carroll College	985	65	11	2	112.25
St. Martin's	652	69	13	57	127.89
Marylhurst	616	73	1	20	40.00
George Fox	375	42	17	4	30.00
Mt. Angel College	360	53	11	1	40.00
Western Baptist	327	22	N.R.	N.R.	30.00
Mt. Angel Abbey	147	47	14	5	35.00
SUB-TOTALS	15,523	1,279	748	381	$2,637.30

TABLE X(a)

PARTICIPATION OF TWO YEAR (COMMUNITY; JUNIOR) COLLEGES IN PNBC

State	Public	Private	Membership In PNBC YES	NO
ALASKA				
Public	6	---	---	6
Private	---	1	---	1
BRITISH COLUMBIA				
Public	*	---	---	---
Private	---	*	---	---
IDAHO				
Public	3	---	---	3
Private	---	2	---	2
MONTANA				
Public	2	---	---	2
Private	---	---	---	---
OREGON				
Public	12	---	1	11
Private	---	2	---	2
WASHINGTON				
Public	22	---	8	14
Private	---	---	---	---
TOTALS	45	5	9	41

Total Number of 2 year colleges in the region:	50
Number of two year colleges belonging to PNBC:	9
Percentage belonging to PNBC:	18%

*Information not available. PNBC has no memberships from any 2 year colleges in British Columbia.

TABLE X(b)

PARTICIPATION OF WASHINGTON COMMUNITY COLLEGES IN PNBC

Name of College	Enrollment (FTE)		Relations with PNBC	
	Non-Member PNBC	Member PNBC	Fees Paid to PNBC (1969)	Requests Sent to PNBC (Calendar Year 1968)
Bellevue	2,784			
Big Bend		1,417	$132.50	13
Centralia		1,493	115.59	17
Clark	2,829			
Columbia Basin		2,832	116.75	18
Edmonds	390			
Everett		4,729	288.95	5
Fort Steilacoom	938			
Grays Harbor		1,742	113.19	1
Green River		1,827	465.00	new member 1969
Highline	3,600			
Lower Columbia	2,200			
Olympic	3,550			
Peninsula		803	40.00	31
Seattle	7,500			
Shoreline	3,900			
Skagit Valley	2,659			
Spokane	4,972			
Tacoma	2,645			
Walla Walla	1,000			
Wenatchee Valley		1,676	199.60	18
Yakima Valley	2,715			
Totals	41,682	16,519	$1,471.58	103

TABLE XI

USE OF PNBC BY WASHINGTON PUBLIC LIBRARIES

In Relation To Size Of Library

Calendar Year 1968

(1) POPULATION SERVED	(2) TOTAL VOLUMES BORROWED	(3) REQUESTS RECEIVED BY PNBC		(4) % OF TOTAL REQUESTS RECEIVED BY PNBC	
		Total Number	% Of Each Group's Total Vol. Borrowed	From Washington Public Libraries (% Of 5921)	(5) From All Members (% Of 18,073)
Over 100,000 (10 Administrative Units)	11,343	3,356	29.59%	56.68%	18.56%
25,000 - 100,000 (8 Administrative Units)	4,189	1,076	25.7 %	18.17%	5.96%
5,000 - 25,000 (18 Administrative Units)	4,117	936	22.74%	15.81%	5.18%
Under 5,000 (23 Administrative Units)	2,850	553	19.4 %	9.34%	3.06%
TOTALS (1) 59	22,499	5,921	----	-----	----

(1) Because it was being conducted as a demonstration during 1968, Timberland Regional Library is not included in this compilation.

(2) These are figures reported by public libraries in their 1968 annual reports.

(3) (4) Source of these figures is the daily tally kept by PNBC of all requests coming to them via mail. Since public libraries in Washington (with 2 exceptions) follow the procedure of clearing all requests first through the State Library it can be assumed that most of these requests were relayed to PNBC via the Washington State Library. See Table XIX for the relation of public library requests to the total sent to PNBC by the Washington State Library.

(5) PNBC received a total of 18,073 requests in 1968 from all members.

TABLE XII

USE OF PNBC BY SELECTED WASHINGTON PUBLIC LIBRARIES

Who Have Special Contract Relations With Each Other

Calendar Year 1968

Editor's Note: *Where regionalization has not integrated the administrative organization of some city and county libraries there exists contractual arrangements whereby the municipal libraries have opened their services and collections to the residents of the rural library districts of the county in which each municipality is located. The municipal libraries are compensated for this by the county rural library districts on a flat fee basis.*

CONTRACTING UNITS	(1)POPULATION SERVED Separate Units	(1)POPULATION SERVED Total	TOTAL VOLUMES BORROWED 1968	TOTAL REQUESTS SENT TO PNBC 1968
BELLINGHAM & WHATCOM COUNTY	36,960 38,966	75,926	258	147
EVERETT & SNO-ISLE REGIONAL	59,201 191,630	250,831	4,701	325
PORT ANGELES & CLALLAM COUNTY	15,900 16,880	32,780	482	88
SEATTLE & KING COUNTY	587,000 446,639	1,033,639	4,226	952
SPOKANE & SPOKANE COUNTY	188,500 106,457	294,957	912	518
TACOMA & PIERCE COUNTY	158,000 196,889	354,889	562	502

(1) Total population of Washington	3,292,420
Population served by above 12 library units	2,047,022
Percentage of population served by these units	62.17%
Total volumes borrowed from all sources by these units	11,141
Requests sent to PNBC by these units	2,532
Percentage of total volumes borrowed sent to PNBC	22.73%
Total requests sent to PNBC by all Washington public libraries	5,921
Percentage of all which came from these 12 units	42.76%
Total requests sent to PNBC by all its members	18,073
Percentage of total requests sent to PNBC which came from these 12 units	14%
Percentage of total fees paid to PNBC which came from these 12 units	16.42%

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(1) Source: Washington State Planning and Community Affairs Agency publication: April 1, 1968 POPULATION, COUNTIES AND MUNICIPALITIES, STATE OF WASHINGTON.

ANALYSIS NO. ONE

REQUESTS FILLED BY PNBC

As noted at several points in this Report, one regrettable circumstance is that there is not sufficient record of the disposition made of requests to furnish PNBC with a much needed management tool. In June 1958 when policies were being overhauled as per the Swank recommendations, this procedure was adopted to become effective "as soon as libraries can reasonably comply":

> "9. In order that the Center not lose its knowledge of lending policies of the libraries and the effectiveness of its services, borrowing libraries will be asked to send to the Center, at time of final disposition of each request, Copy C of the form, with a record noted on it of all libraries approached and action taken by each."

The time before most of the libraries do "reasonably comply" is running now into the second decade. The few returns which are made are not used effectively. Whether they are not sent in because they are not used, or whether they are not used because they are not sent in is an egg-hen sequence that could not be determined, but the results are the same, viz., no reliable records.

Efforts were made, however, during the course of this Study to gather up enough of these returned slips to make a creditable sampling of what happens to requests filled by PNBC. From May 18, 1968 through April 28, 1969, a total of 663 Copy C slips were available. Since there were approximately 16,800 requests coming into PNBC during that period, 663 represent only 4% of the requests made. It is hoped they possess enough random characteristics for the analysis to give an idea of the nature of material being requested, of the type of libraries who request it and the libraries who supply it, the geographical ramifications, and the time element involved in securing the material.

A. FROM WHERE DID THESE REQUESTS COME?

The Requests	Were From These Types of Libraries					
From These States	Public Libs.	Univer-sities	4-Year Coll.	Junior Coll.	Bus. & Ind.	State Library
ALASKA	---	---	---	---	---	13
BRITISH COLUMBIA	---	---	---	---	---	---
IDAHO	56	---	6	---	---	---
MONTANA	58	---	---	---	---	---
OREGON	85	26	34	---	5	---
WASHINGTON	219	17	---	94	15	35
TOTALS:	418	43	40	94	20	48

B. WHERE WERE THE 663 REQUESTS FILLED?

The Requests	Were Filled In These States					
From These States	British Columbia	Idaho	Montana	Oregon	Washington	Out of Region
ALASKA	---	---	---	3	10	---
BRITISH COLUMBIA	---	---	---	---	---	---
IDAHO	1	15	19	9	16	2
MONTANA	---	11	10	14	15	8
OREGON	10	2	4	85	32	17
WASHINGTON	9	9	8	47	269	38
TOTALS:	20	37	41	158	342	65

C. THE CONTRIBUTING LIBRARIES (THOSE WHOSE HOLDINGS ARE LISTED IN PNBC) FILLED THESE 663 REQUESTS IN THIS DISTRIBUTION:

Name of Contributing (Or Loaning) Library	Requests Filled For:						
	Alaska	B.C.	Idaho	Montana	Oregon	Wash.	Total
EVERETT PUBLIC LIBRARY	2	---	1	1	1	20	25
GONZAGA UNIV. LIBRARY	---	---	1	---	1	15	17
SEATTLE PUBLIC LIBRARY	2	---	4	1	9	74	90
SPOKANE PUBLIC LIBRARY	---	---	2	4	1	14	21
TACOMA PUBLIC LIBRARY	---	---	1	1	2	33	37
UNIV. OF PUGET SOUND	---	---	---	---	---	15	15
UNIV. OF WASHINGTON	1	---	3	2	10	84	100
WASHINGTON STATE LIBRARY	5	---	2	6	8	4	25
WHITMAN COLLEGE LIBRARY	---	---	2	---	---	10	12
BOISE PUBLIC LIBRARY	---	---	---	7	2	4	13
IDAHO STATE UNIV. LIB.	---	---	3	2	---	5	10
UNIV. OF IDAHO LIBRARY	---	---	12	2	---	---	14
UNIV. OF BR. COLUMBIA LIBRARY	---	---	1	---	10	9	20
HISTORICAL SOC. OF MONTANA LIB.	---	---	---	1	---	---	1
MONTANA STATE UNIVERSITY	---	---	15	7	2	8	32
UNIVERSITY OF MONTANA	---	---	4	2	2	---	8
LIB. ASSN. OF PORTLAND	---	---	3	3	20	7	33
MT. ANGEL ABBEY LIBRARY	---	---	---	---	---	3	3
OREGON STATE LIBRARY	1	---	---	1	5	11	18
OREGON STATE UNIVERSITY	1	---	2	1	15	9	28
REED COLLEGE	1	---	1	---	6	5	13
UNIVERSITY OF OREGON	---	---	3	3	33	9	48
UNIV. OF OREGON MEDICAL SCH.	---	---	---	---	6	---	6
WILLAMETTE UNIVERSITY	---	---	---	6	---	3	9
OUT OF THE REGION	---	---	2	8	17	38	65
TOTALS:	13	---	62	58	150	380	663

D. A REVIEW OF THE PUBLISHING DATES OF THE MATERIAL REQUESTED GIVES AN IDEA OF THE BROAD SPAN OF TIME COVERED BY THE INFORMATIONAL NEEDS OF THE REGION:

28	Were published in 1968 or 1969
208	Were published from 1962 through 1967
103	Were published from 1956 to 1961
259	Were published from 1900 to 1956
51	Were published during the 1800's.
none	Were published prior to 1800
14	Were so marked that no publishing dates were discernible

These figures indicate that in this particular sampling 324 out of 663, or 49% of the materials requested would be found in a pre-1956 catalog.

* * * *

E. THE RELATIONSHIP BETWEEN THE DEMAND FOR BOOKS AND THE DEMAND FOR SERIALS SHOWS THAT OUT OF THIS SAMPLING OF 663:

577	Of the requests were for BOOKS
86	Of the requests were for SERIALS

The ratio between BOOKS and SERIALS has been greatly affected, according to the Director of PNBC, by the development of the Pacific Northwest Regional Health Sciences Library whose abnormally heavy traffic in serials has lessened the demand on PNBC for this type of material.

* * * *

F. OF THE 663 REQUESTS:

614	Were for materials in the ENGLISH LANGUAGE
49	Were for materials in SOME FOREIGN LANGUAGE

* * * *

G. OF THE 663 REQUESTS:

29	Were indicated as having been filled by photoduplicating methods rather than by sending original materials.

H. *THE NUMBER OF ACTUAL DAYS (INCLUDING WEEKENDS, HOLIDAYS, ETC.) WHICH LAPSED FROM THE DATE OF THE REQUEST TO THE DATE THAT THE COPY C REPORT INDICATED THE BOOK (OR MATERIAL) WAS SENT WAS:

2 days in 33 cases

3 days in 19 cases

4 days in 24 cases

5 days in 8 cases

6 days in 12 cases

7 days in 10 cases

8-10 days in 55 cases

11-14 days in 133 cases

15-21 days in 108 cases

22-31 days in 48 cases

More than 31 days in 42 cases

*Of the 663 total requests only 492 of them had dates on the carbons which could be read clearly enough to enter them into this calculation.

These figures present the discouraging picture of 386 readers out of a total of 492 having to wait longer than a week for the information he seeks and 198 of them waiting 2 weeks or more. It would be extremely interesting to know whether the 42 who waited longer than a month were still able, or willing, to use the material after that period. There is, indeed, a critical need for research on just what is the problem of speed in relation to need for information. The answer to this question is fundamental to any plans for PNBC and other networks of knowledge.

I. TO DETERMINE THE SUBJECTS FOR WHICH REQUESTS WERE MADE IT WAS NECESSARY TO DEVIATE FROM WHAT WOULD HAVE BEEN THE OBVIOUS WAY TO ARRIVE AT A SUBJECT GROUPING, VIZ., TO USE THE DEWEY AND/OR LC CLASSIFICATIONS. HOWEVER, THE STANDARD INTERLIBRARY LOAN FORMS USED BY ALL PARTICIPATING LIBRARIES ASK FOR THE CALL NUMBER OF THE BOOKS WHICH ARE LOANED, BUT THIS INFORMATION WAS FOUND ON SO FEW OF THE INTERIM REPORT BLANKS THAT IT IS NOT POSSIBLE TO DELINEATE THE SUBJECTS THROUGH THIS MANNER. (EITHER THE CALL NUMBERS WERE OMITTED ENTIRELY OR THE CARBONS DID NOT REGISTER THEM; IT APPEARED TO BE ABOUT EQUALLY DIVIDED BETWEEN THESE TWO CAUSES OF OMISSION.) THEREFORE, THEY HAVE BEEN DIVIDED ACCORDING TO THE BROAD SUBJECTS LISTED BELOW BY SIMPLE INSPECTION WITH NO EFFORT MADE TO CHECK THROUGH REFERENCE TOOLS OR CATALOGS:

41	Biography
30	Business
4	Current Events (Political Events)
18	Education
27	Fiction
32	Fine Arts
48	Genealogy
95	History
2	Law
4	Librarianship
32	Literature
12	Medicine
7	Northwest
18	Psychology
10	Public Administration
12	Travel
41	Religion, Theology, Philosophy, and Personal Problems
82	Science, Pure
99	Science, Applied, How to, etc.
22	Sociology
7	Sports

Unable to determine Subject:

(A) Because of Information 10

(B) Because of Language 3

While this Analyst was fully aware, from experience in working with a broad spectrum of the public, that "serious" reading knew no geographical or academic boundaries, the overwhelming evidence of this found in all of the examination of PNBC's requests (daily ones coming in as well as this 663 sampling) still contained some elements of surprise. People's quest for information is broad, varied, determined, and purposeful whether they live in a village of 500 people or megalopolis; whether they work on the assembly line or at the drafting table; whether they are in school or out; whether they seek to know through their public libraries or their academic contacts.

ANALYSIS NO. TWO

REQUESTS WHICH PNBC COULD NOT FILL

A fanatically service-oriented library administrator was once heard to say to her reference staff when presented with a count of the questions they had answered in a given period of time:

"I am not interested in how many questions you have answered; what I want to know is how many you did not answer - and why you were unable to answer them."

While this one-sided approach leaves much to be desired in the field of staff relations and leans too much to the negative to be of any value in assessing accomplishment or weighing work load it does give much needed emphasis on the necessity to watch for the holes in the service and plug them up.

From this point of view, a sampling of requests which PNBC could not fill were studied in much detail.

A. The Procedure. When requests are submitted to PNBC for books or serials which are not listed in the PNBC Union Catalog they are divided into three groups: (a) Those from academic libraries; (b) Those from other (usually public) libraries who have indicated specifically on the original request form that they wish the material searched outside the region; (c) Other libraries that have given no direction regarding further search. Those from academic libraries are automatically searched beyond the region; as are, of course, those from other libraries who have indicated a desire to go beyond the region. The remaining ones in Group C are sent a postal card form which asks the requesting library if it wants search outside the region and indicates that not receiving a reply will automatically carry with it the assumption no search is required.

The complete record of the work done up to this point is noted on work slips stapled to the original request forms (there is no place on the forms for noting this!) received from asking libraries and is filed in cardboard boxes behind the date on which this work was completed. The asking library is informed that the search is now extending outside the region. See EXHIBIT U , Form B (3). In this file is also included the original requests, with appropriate notes attached, from the public libraries to whom has been sent the form asking if further search is wanted. All other reports sent to the libraries regarding their unfilled requests (Refer to EXHIBIT U) are filed here, too.

If there is no reply within two months to the out-of-region requests or to the correspondence with local libraries THESE RECORDS ARE THROWN AWAY with NO report to the asking library as to what final disposition has been made of the requests.

B. The Sampling. To get some idea of the degree to which this procedure might affect the Service of the Center, and to learn something of the nature of unfilled requests, the Analyst made two full counts of this file "awaiting reports" during the course of this Survey.

1. On March 19 there were 401 requests in the file dating from January 10 through March 17. (These were counted and the number was noted.)
2. Then, on May 19 when all records prior to March 19 had been destroyed, another count was made. On this date there were 462 on file, the oldest date being March 19; the newest, May 16. These were given a full analysis as delineated below.

C. The Date of the Count: May 19, 1969. It will be noted, no doubt, that the number of requests listed under the various elements below do not equal 462 in many cases; or do not show to be the same in any two categories. This is because business was being carried on from this file during the Survey. No effort was made to halt service. The fluctuation of this record from day to day is its most significant characteristic.

D. The Number of Unfilled Requests By Dates.

Date	Number of Requests in File	Date	Number of Requests in File
May 16	28	April 18	7
May 14	24	April 17	8
May 12	46	April 16	11
May 9	12	April 15	14
May 8	20	April 14	12
May 6	7	April 11	8
May 2	21	April 8	21
May 1	10	April 4	14
April 30	13	April 3	17
April 29	6	April 1	16
April 28	9	March 31	7
April 25	15	March 27	4
April 24	26	March 26	17
April 23	16	March 25	8
April 22	9	March 21	13
April 21	8	March 19	15

* * * * *

Total for May (through the 16th).	168
Total for April	230
Total for March (since the 19th).	64

According to procedure, all records for requests prior to March 19 were destroyed. A most useful piece of analysis at this point would have been a comparison with the number of requests received on dates corresponding to these above. But NO information is put on the requests to denote the day they were received at PNLA! The only date on each request is the one typed on the form by the asking library. That may be the date upon which the reader asked for the material or it may be the date that the asking library gathered up its whole batch of requests and prepared them for sending to PNBC. There is far too much that is not known about the time involved in the various steps of interlibrary loan and far too few records to provide the much needed information.

We can turn only to the total number of requests received during March, April and May and make some general observations from them:

Total requests rec'd by PNBC in March 1969 - 1,855
" " " " PNBC " April 1969 - 1,702
" " " " PNBC " May 1969 - 1,322

½ of March plus all of April plus ½ of May makes a total of 3,290 requests. The 462 *not* filled during that period represents 14% of the number received. However, the fact that they were *not* filled on May 19 does not mean that they will never be filled. About the only observation we can make is that nearly ¼ of all the requests received in May were not located in the region.

We actually cannot say what percent of requests it receives PNBC is able to fill. Until the records are adjusted to give this basic information even the *mathematical* degree to which PNBC is fulfilling its responsibility to its members can never be determined.

E. Of the 462 requests, the number which specifically noted on their original request that they wished search outside the region was 20

(*Note*: The requests from academic libraries are automatically searched without this note on the request)

F. The number of requests which were sent to California to see if they could be filled was 18

G. (1) The number which had been sent on to the Library of Congress was 65

(2) The number in the file which L.C. reported as circularizing libraries throughout the country for locations was . . 10

H. The asking libraries by types were:

Public	231	State	7
University	46	Military	6
College, 4 yr.	14	State Institutions	4
College, 2 yr.	3	Special (Business)	10

I. The asking libraries by state were:

Alaska	5	Oregon	65
British Columbia	10	Washington	195
Idaho	29	Outside Region	1
Montana	16		

J. The materials which were requested were these types:

Books	252	Miscellaneous:	16
Serials	25	Newspapers	
Documents	11	Pamphlets	
Unable to Determine	17	Vendor's Catalogs	
		Technical Reports	
		Workbook	
		Manuscript	
		Newsletters	
		Symposiums	

K. The publishing dates on the materials requested were:

1968 - 1969	56	1899 - 1800	24
1967 - 1962	79	Before 1800	4
1961 - 1956	26	No date found, even after PNBC search	30
Pre - 1956 to 1900	102		

L. The number in the English language was	274
The number in Foreign languages was	43

M. The broad subjects of the unfilled requests were:

Biography	11	Medicine	7
Business	9	Travel	7
Current Events	14	Religion, Theology & Philosophy	40
Fiction	5	Science, Pure	17
Fine Arts	10	Science, Popular & Applied	28
Genealogy	35	Sociology	27
History	18	Sports	3
Literature	21		

Unable to determine from information	38
Unable to determine because of language	31

N. The reasons the requests could not be filled were as follows:

Too new	35
Located in Forthcoming Books	2
Not yet published	2
Inexpensive paperbacks (PNBC sent back a suggestion that borrower purchase)	12
Unable to locate; did not send to another source	20
Found only location in a library which will not lend	32
Only in British Museum	5
L.C. has the only copy; suggests library deal directly with L.C.	30
Gave up after contact with L.C.	11
L.C. has not yet answered	6
L.C. has not yet cataloged	1
Located in other libraries; suggests asking library contact them directly	6
Union Catalog indicates that asking library itself has it.	4
"Can you use microfilm?"	8
Lost or missing in only recorded location	4
PNBC offered to enter into further correspondence with asking library	14
Asking libraries never replied to Form A. ("We need more bibliographical information")	14
Asking libraries never replied to Form B (2). ("Let us know if you wish us to search")	100

That 114 of the 306 reasons for requests not being filled is because the libraries did not respond to the report sent them by PNBC indicates that 37% of the unfilled requests is at this step directly traceable to the originating library. The reasons for the failure of these libraries to respond to PNBC's reports need careful study. Is the failure to go outside the region because of cost? Time? Failure to check back? Failure to determine at request time? If these requests were important enough for readers to have made them at all, it appears that they were too important to end up in a "grave yard" of library service.

O. As explained above, PNBC has 5 forms through which it reports on the status of requests (EXHIBIT U). Of 334 reports sent back to the asking libraries, this is the distribution of the 5 different forms:

Form A (1), which reports "We need more bibliographic information", went to	18
Form B (2), which asks "Shall we search outside the region?" went to	151
Form B (3), which reports "We are searching outside the region" went to	38
Form C (4), which reports "We are not able to borrow" and then gives a reason, went to	112
Form D (5), which says "Library of Congress has the only copy known to us, L.C. requires borrowing library to make its own request" went to	15

Below is the number of libraries in each type of library who failed to respond to reports on Form A (1) or Form B (2):

Public	75
Academic	3
Special	
Business	4
Military	3
State	4

The above figures reveal that 151, or 45%, of all the reports sent back to member libraries involve further correspondence before the next step can be taken to get the material for the reader. In E and H above there is an indication that of the 258 non-academic libraries sending in requests, only 20 indicated on the original form that they desired out-of-region search!

This shockingly high proportion of public libraries whose requests are not being filled because the library does not respond to the reports is saying one of two things: Either the policy of not sending public library requests on without further correspondence results in delays that cause the reader to give up on getting the material; or, there is a shameful lack of responsibility on the part of the public librarians in following through on their customer's requests.

In discussing this phase of the Center's service with Director Hollreigh she pointed out: "The assumption that the requests never come back after the asking library receives Report No. 1 ('We need more bibliographic information') is not valid. They may have been rewritten with more accurate information and sent in as a new request." Conceding that this may happen in all cases, there is the time loss to the reader, as well as the expense of correspondence and paper shuffling to both the member library and the Center.

This situation, in addition to others mentioned elsewhere in the text, indicates why it is recommended that

> PNBC should tackle its members' bibliographic incompetency and/or carelessness with a planned training program going beyond a written manual into staff work with groups and individuals; it should make provision for its staff to attend institutes and conferences; it should participate actively in the training plans and programs now being formulated throughout the Pacific Northwest under the auspices of PNLA and WICHE.

ANALYSIS NO. THREE

THE TIME ELEMENT

The largest single element of criticism and the most often expressed desire for change both have to do with the time element. Opinions on this, as on most things, range from pole to pole. One university librarian puts it this way:

> "I can't get my reference librarians to use PNBC because the service is just too slow. They try to find the material just any place else. It's of little use to us."

On the other hand, the interlibrary loan chief of one of the largest library systems in the region exclaims:

> "The service is wonderful! I don't see how they can handle so many requests so fast."

To try to find where reality falls most often between these two peaks of exaggeration the Analyst tried to pin down some specifics in regard to how long it does take to process requests. Because PNBC does not stamp dates or time of receipt on requests and because no record is kept as to when and where answers go out (all copies of the Interlibrary Loan forms are sent on to the libraries) there was only one way to secure information on this phase of the Study - tracking.

The Analyst worked on two series (or sets) of requests. One set was first marked as they arrived at PNBC. The second was taken from among the ones which were filed awaiting final disposition.

A. 163 requests were tracked from date of receipt at PNBC until some disposition was made of them

- Only 6 arrived at PNBC later than 3 days after the date on the request; most were 3 days (more rapid communication would have saved the readers of PNBC's member 3x157 days or 471 days; more than a year was lost to patrons in post offices.)

- PNBC sent the ones for which they had locations in time period ranging from 2 days to 8 days with most of them taking 3-4 days.

- Of the 163 there were locations found for 125 or 76%.

- After they left PNBC there are no records unless they happened to be among the few who did ultimately return the Copy C Slip.

B. 312 requests were in various stages of not having been located and forwarded on to libraries; they were in the file from which they are to be discarded after 2 months

- The date of request ranged from January 10, 1968 to March 10, 1969.

- The chart below shows the number of unfilled requests that were in the files and the dates that were on these requests;

Number	Date in Files	Number	Date in Files
1	January 1968	12	November 1968
3	April 1968	36	December 1968
2	May 1968	120	January 1969
1	June 1968	104	February 1969
2	August 1968	15	March 1969
2	September 1968	6	No Date
8	October 1968		

C. Data From Returned Yellow Slips

One day in late March during an observation period at PNBC the Analyst took the number of Yellow slips (Copy C) which are supposed to be returned to the Center when final disposition is made with a record noted on it of libraries approached and action taken by each. As explained on page 57, these slips are not being returned with any regularity or consistency from more than a very few libraries. On this particular day there were 17 returned. A tiny sample? Yes, indeed; but it may give us some idea of the range of things that can happen on just any day.

- Of the 17 there were 7 from one place (one of the libraries who regularly returns the slips as asked to do).

- All 17 of these were from public libraries.

- 13 out of 17 were filled in the state from which they were requested.

- From the date the request was dated until the local library from whom it was to be borrowed mailed it, these time lapses occurred:

1 took 4 days
1 took 8 days
1 took 9 days
1 took 11 days
1 took 12 days
2 took 15 days
2 took 16 days
1 took 21 days
3 had no dates
1 took 26 days
1 took 28 days
1 took 32 days
1 took 44 days

- Further time lapsed before the asking library received the book.

7 libraries did not indicate anything

1 library received it 2 days later

2 libraries received it 3 days later

2 libraries received it 4 days later

2 libraries received it 5 days later

1 library received it 7 days later

2 libraries received it 8 days later

D. On another day the Staff pulled 30 requests out of the file because their full two months of waiting had passed and the automatic time for throwing them out had come. The Analyst looked at them to determine the reasons that in 2 months they had not been filled:

Library of Congress cannot find	2
Library of Congress had only copy	4
Library of Congress reported other locations	9
Search was desired, but time overcame the requests	12
LC will circularize	1
U. of W. will microfilm	2

Comments on Time

Speed ... time ... delay ... wait ... weeks ...

months ... days ... telephone ... TWX ... LITTY ...

telecommunications ... Pony Express ... turn-around ...

year ... faster ... transaction ... electronic ...

switching ... teletype ... speed ... courier ... speed

Caught up with the rest of the world in the SPEED syndrome, PNBC members have much to say about time and speed ...

"Why does it take so long?"

"Some delays are understandable, but 3 weeks to get a reply across town? Really!"

"Some of us still lack phones"

"Lengthen the loan period. By the time we get it to our bookmobile it's due back."

"Please pay attention to rush."

"Please—more prompt notification of the availability of materials requested."

"Teletype networks to speed service."

"Speed is the only improvement I suggest."

"Slowness has dulled the enthusiasm of the faculty for ILL service, but it is better than nothing!"

"What we need most here (PNBC) is a speed-up in the process of getting locations to people."

"It's only the inadequately cited requests that take so much time."

"The routines don't need changing. They need to be moved faster." (Change of pace?)

"Mechanizing Health Sciences has changed the whole world of Interlibrary loan. Now we really do get it—and fast!"

OTHER SERVICES, PAST AND PRESENT

An analysis of the services relating exclusively to interlibrary loan now being given to member libraries is found earlier in this Chapter. Although these comprise most of what PNBC does, there are additional activities that have grown out of its past, play some part in its present, and carry seeds for its future.

Other Search Activities. Staff members of PNBC quite willingly reciprocate the help they receive on their requests that go outside the region by searching for materials needed by readers from other regions. In 1968 the Staff spent 72 hours, or 9 full days, on the task of checking Library of Congress Weekly List of Unlocated Research Books. They were able to locate 21 titles of the 2,710 which were on the lists of wanted titles.

During the same year PNBC personnel spent 32 hours, or 4 full days, checking the California State Library List of Unlocated Books. Results were much better in this case since they could locate 272 titles out of the 632 requested from California.

Service to Governments. At the request of Associate Director of University Libraries Kenneth Allen, PNBC Director Hollreigh compiled a record in January 1967 of services provided by the Center to state, county and local governments in Washington State. A brief summary of this Report indicates that the informational facilities which PNBC provides are valuable back-stops to the agents of government at these levels:

(1) 23 state institutions made 920 requests. (Most of these are now coordinated in the Institutional Library Services of the Washington State Library.)

(2) 3 state colleges and universities made 1,586 requests for services. (This was prior to installation of courier service to the University directly from Western Washington State College.)

(3) 8 community colleges made 156 requests for service. (See TABLE X for information on the current involvement of the 2 year colleges in PNBC).

(4) County libraries asked for 745 locations; regional, or multi-county libraries made 2,384 requests; city libraries lead the field with 3,852 requests from 59 libraries. (9 of these libraries have since become participants in library systems).

National Union Catalog. In her Annual Report to the PNBC Council Miss Hollreigh had this to say of the National Union Catalog, Pre-1956 Imprints:

> "Early this year the Center made a decision to purchase the Pre-1956 Catalog and the first 15 volumes are now on hand. The Center proposes to withdraw all cards from the PNBC Union Catalog which duplicates information in the printed volumes, reducing the size of the catalog perhaps by half and alleviating space problems for many years. A card by card comparison with the entries in the printed catalog is necessary, at least for the first volumes, because of errors and incomplete listing of holdings.
>
> "The existence of this incomparable bibliographic and location tool is certain to have implications for the future of bibliographic centers and regional union catalogs. The availability of the printed catalog, for example, will save much time and work in connection with the search for locations for older publications."

This bibliographic landmark is indeed a monumental work, deserving of all the superlatives accorded it by Norman Hoyle in his article "Superlatives and Compromises; the National Union Catalog, Pre-1956 Imprints" in the Summer 1969 issue of RQ (Vol. 8, No. 4, P. 235-239). In discoursing on a point upon which he found no satisfactory compromise between perfectionism and practicality, the author made this thought-provoking comment: "A great treasure should be valued for what it is, not criticized for what it is not."

Heeding Mr. Hoyle's admonition, let these evaluations of the Catalog in relation to PNBC's Union Catalog be not a criticism but rather an observation that, in spite of all that it is, it is not the tool to replace all others in locating a region's resources for all that region's libraries. And why not? First, it intensifies rather than alleviates the problem of pressure on a few libraries whose listings are included, while other libraries with the same titles might share the load if there were bibliographic access to their collections. This problem must be solved through a more efficient method than flipping through 4,000,000 cards, but destroying these cards and substituting volumes of books with less location information is not an acceptable solution.

Secondly, the changes which PNBC feels it necessary to make in these early volumes seem to suggest a "wait and see" attitude before arbitrarily destroying 30 years' work. Note that we are speaking only of the Catalog as a location tool to replace the Center's coded catalog. Its other valuable uses speak for themselves.

Thirdly, there is possibility of utilizing existing records as a base for PNBC's ultimate mechanization. It is entirely possible, in fact even probable, that the retrospective Union Catalog itself is an anachronism that should be reduced to some form of photographic record and distributed among the libraries of the region. Time may reveal that it should just be ditched. Period. But with the many questions still unanswered as to the best way to get all available information on the region's resources into viable, usable format the decision to destroy "at least half" of what is already gathered—and what is not duplicated *in toto* by the Catalog—is a premature decision which this Study firmly recommends not be sustained.

OTHER SERVICES, FUTURE

Examination of what PNBC does offer inevitably leads into conjecture of what it should offer. It may even cause this question to surface: "What is a bibliographical center, anyway?"

In his definitive work on union catalogs (UNION CATALOGS IN THE UNITED STATES, American Library Association, 1942) Dr. Robert Downs made this attempt at definition, which the 27 years that have intervened have done little to improve upon:

> "A bibliographical center at the present stage of its development is not amenable to a satisfactory definition. The concept is still too new and untried. It is therefore less correct to describe it on the basis of what it does than on the basis of what it intends to do...If only location service is performed, the organization may be properly described as a union catalog, but if other services are added requiring special knowledge and additional reference tools, the organization is a bibliographic center, or, at any rate, in the way to becoming one."

Whatever the structure or nomenclature, there are things that need to be done which can be accomplished best at a regional level. PNBC has many elements that, if built upon, could furnish the machinery and leadership for doing them. They include:

1. The development of PNBC into a switching center into which the states may channel their unfilled requests from their own systems of interlibrary communications;
2. Provide a connecting link in the chain of national and international networks of information;
3. Increase in the number of libraries whose holdings are made available; expansion of the kinds of materials which are included;
4. Development of a subject approach to the holdings of the Center, with this leading into a reference referral service;
5. Maintenance of files to locate human resources corresponding to those which locate material resources;

6. Collect and organize information regarding "research in progress";

7. Give leadership and guidance to a program for establishing and maintaining fields of concentration in subject areas;

8. Take care of special inter-jurisdictional needs that require some agency or facility capable of dealing with separate administrative entities;

9. Supply for PNLA a staffed vehicle for marshaling and utilizing its professional imagination and expertise;

10. Make some workable, practical provisions for the storage of seldom used copies of materials and for the disposition of last copies within the region, such provisions to be either for handling the materials themselves, or the records thereof.

While all of the crystal gazing enumerated above is important, some of the items, in light of past and present conditions, need more interpolation than a listing permits. The Study wishes, therefore, to give Items 4 and 10 the emphasis of further discussion.

Item 4—Reference Service

Most states throughout the country are now hard at work trying to determine feasible ways in which more effective use can be made of their total informational resources. Some are working internally within their own borders; others are venturing out into regional approaches as has been historically characteristic of the Pacific Northwest. Some are working simultaneously on both fronts. An examination of these proposals or programs, depending upon the stage of implementation they may have reached, reveals that they all include some type of REFERENCE referral. They all provide for some means whereby a librarian, unable to answer a reader's quest for information, has some more adequate source to which he can turn, not on a basis of sympathy, charity, professional courtesy or simple good will, but rather through an official, immediate and business arrangement with a financed sense of right and expectancy. Although the willingness to help each other out has been developed to a remarkably high degree among librarians in the Pacific Northwest, the machinery of more formalized nature where fiscal arrangements have been made for utilization of REFERENCE services has not yet been set up in this region.

It is one thing—and a good thing—to be able to locate a specific title for interlibrary loan that will fill the exact informational needs of a particular reader. It is something else, indeed, to be able to determine the best and most readily available title which will fill that need. Is it too much to expect that the founders of PNBC intended its objectives of "exploitation of the existing resources" to include letting a reader know what book his answer might be in as well as where the book is?

Requests submitted solely by author have a way of wandering off into paths where reference tools are needed to identify them, to verify inconsistent entries, indeed even to make an educated guess as to what the inquirer wants instead of what he asks for. Likewise, every informal staff discussion of what-will-be-where in the proposed Washington network wanders off into these same paths of the inexorable union of reference and interlibrary loan. So inter-dependent are reference functions and bibliographic location data that it is scarcely possible to separate the two; so unseparated are they in the minds of library users that it is debatable whether it is wise even to attempt to separate them.

The great preponderance of author-title requests over subject requests (See ANALYSIS NO. SIX, p. 158) coming into the Washington State Library, for example, indicates either that there is an unusual reference ability at local sources which is able to determine exactly what books, if available, would supply the needed information; or, that requests are being sent for some books when the information might be located in others. To whatever extent the latter is true, searches may be underway and readers may be waiting for certain titles when others are at hand that could fill their needs more promptly and more adequately. This feeling on the part of those librarians working at the point of origin that they are obligated to reduce their requests to exact titles more than likely grows out of the fact that the tools of PNBC are limited to an author Union Catalog and that there is no staff to give reference service.

It can be categorically stated—and we believe successfully defended—that interlibrary loan cannot be effective without injection of some elements of reference; and most certainly effective reference service without interlibrary loan would result in prohibitingly expensive duplication.

There appears, therefore, to be a need for referral facilities in REFERENCE on a regional basis that corresponds to the location information now provided by PNBC through its Union Catalog. Such facilities might take the form of a "union catalog" of human resources, consisting of an inventory of professional competency and subject specialization throughout the region and manned by an imaginative, creative reference librarian on the PNBC staff whose duty it would be to develop the same knowledge of people and what they can produce best and quickest that other reference librarians have of the materials in their collections.

Item 10—Storage and Last Copies

One of the programs originally undertaken by PNBC and later abandoned before the onslaught of more pressing matters was that of the Regional Discards Program, or more familiarly, the preservation of last copies. Reading of the correspondence on the subject indicates that it died a slow, painful death so gradual that even in 1969 there were some members of PNBC who had not yet learned of its demise. Why or how it was abandoned is somewhat beside the point at this stage; rather it is important to look again at the principle and to determine whether there is any service value (service value, not financial profit) in making certain that irreplaceable materials are not destroyed forever. It is not enough to assume that because one way of operating the program was not successful there is no way to achieve it.

Much investigation has taken place throughout the country on this question of last copies, coupled with its companion problem, that of storage of seldom used materials. Far too many of the reports hinge on the failure of those operating the service to measure up to the demands of really good, strong administration that follows through, concentrates on the business at hand, and demands that participants measure up to those activities and responses which will insure success. Far too seldom is there any consideration of the persons who wanted books they could not get. Many of them carefully explain that "it is not economically feasible." What, exactly, is "economically feasible"? If there is a real need, few things are actually too expensive. (After all, it's just money!) If there is no real need, almost anything is too expensive. (After all, that's wasteful!)

These comments are not saying that there is a need for the preservation of last copies. Rather what they are saying is that the Pacific Northwest does not know whether there is a need and that the reasons found for discontinuing the program were not sound enough to justify sweeping the problem under the rug. These comments are not saying that there should be a warehouse somewhere stuffed full of discarded junk, nor even that it might not be cheaper to have a needed title Xeroxed than to store it. Again, it is saying that we do not really know and that careful and thoughtful pursuit of the subject is indicated.

And finally, it is recommended that whatever avenue this takes it be based on what is best for users of library services, rather than on what is found to be "practical" by researchers who are motivated more by slide rules and dollar profits than they are by intellectual hunger and informational needs.

CHAPTER IX

CHALLENGE OF NEW DIMENSIONS

PNBC and the States

CHALLENGE OF NEW DIMENSIONS

PNBC and the STATES

Recommendation

Rather than being dependent upon volunteer, individual memberships, the Center should be financed by the states (provinces) through their library agencies with pro-rating of costs being based on POPULATION of the separate states in proportion to the total population of all the participating states.

Ordinarily, a recommendation appears at the end of a series of reasons leading up to it. Here the reverse procedure is being used, because this particular phase of the whole question of PNBC seems to lend itself more to a consideration of why than of what. This approach is particularly suitable here since this recommendation is by now common knowledge throughout the region. It was presented and discussed at the Seattle meeting of PNLA in September 1969 in a preliminary report of this Study. Following that, mention was made of it in the Fall, 1969 issue of PNLA QUARTERLY.

This recommendation does give PNBC a truly new dimension, embracing all the 9 million (est.) people in the region and all their libraries. Certain factors contribute to its pertinence, chief among which is the changing concept of the states' roles in library service. Followed closely on this, or perhaps being largely the cause of it, is the advent of Federal funds. The use of the states by the Federal government as channels for dissemination of Federal monies, accompanied as that inevitably is by planning, supervisory, and audit responsibility, has given the states an entirely new place in the library sun. The adamantive insistence of Congress on interlibrary cooperation has made it mandatory upon the states that they assume roles of leadership and that they expand their range of concern and activity to include all types of libraries. (It is very unfortunate that this persistence has not resulted in more than token funding of Title III of LSCA, as well as other insufficiently funded legislative authorizations for informational networks.

The impact of technology, both from the demands that it creates on the one hand and the dollars that it costs on the other, renders the volunteer membership organization more inadequate than ever to meet informational needs created by growing population and expanding knowledge. Some states are even finding their single base too small, hence the regional and national concepts of cooperation.

In a recent discussion of networks, Dr. Raynard Swank gave the best definition of them that we have encountered when he said:

"A network is heading toward the direction of becoming a public utility in the broadest sense."

Nothing less than state involvement can handle a "public utility in the broadest sense" and a combination of states can be more effective in many of its various facets.

The ability of small units of government to meet the demands upon them for services is growing steadily less. Complexities of interlocking jurisdictions make it impossible to determine who is eligible for what. A population so mobile as ours cannot be made to stay put long enough to establish criteria for eligibility for this service or that—and make it stick. The state, responsible for all of its people, can wipe away the question of who's entitled to what with one stroke of its bookkeeping pen. What was "inequity" can then become "equal opportunity."

Basis for Determining Share of Support

How shall the amount that each state is to pay to support the Center be determined? Of the identifiable criteria, population is the soundest, with per capita income in second place. Proximity to a given place or distance from it tends to lose their significance when electronic transmission is put into use. Need is too vague. What is need to one library is luxury to another. Use is the least desirable of all criteria for fixing costs of public service. No public service is ever really supported on that basis. If the surface of those that even pretend to be so financed is scratched the least bit, one finds subsidies, arrearages, compensating formulas, equalization clauses, or some such arrangement whereby continuity can be maintained. The use of a service tends to be less when the user feels that it will save something not to use it even when he doesn't directly pay for it. Unfortunately some librarians could not be trusted to show enthusiasm about borrowing materials for their readers if their budgets were affected every time someone asks for a book they do not have. Far too many do not even use what they are already paying for! (See Use tabulations in TABLE VII). It is worth noting that some who have exclaimed loudly for putting PNBC support on the basis of use cringe in horror at the counter suggestion that their own library budgets be thus negotiated.

Study of TABLES XIII and XIV reveal the relation of the states to each other on the basis of population (number and density), size (square miles), per capita income, present support and use of PNBC.

In the same items of comparison the percentages indicate the relations of each state to the whole region.

TABLE XIII

PROFILE OF THE STATES IN PNLA

	POPULATION (1) (1960 Census)		SQUARE MILES (2)	POPULATION DENSITY (3)	PER CAPITA PERSONAL INCOME (4)				SUPPORT OF PNBC 1969-70		USE OF PNBC 1968	
	No.	%			1950	1960	1965	1968	Total Amount Paid By Member Libraries	% Of Total Membership Fees	Requests Sent To PNBC By These States	% Of Total Requests Rec'd By PNBC From These States
ALASKA	226,167	2.9	586,412	0.5	$2,385	$2,846	$3,214	$4,124	$ 1,651.51	3.55	369	2.2
BRITISH COLUMBIA	1,629,082	20.8	366,255	4.4	(5) 1,137	1,779	2,280	2,594	1,656.25	3.56	623	3.7
IDAHO	667,191	8.5	83,557	8.5	1,295	1,849	2,409	2,728	4,250.12	9.14	1,020	6.1
MONTANA	674,767	8.7	147,138	4.8	1,622	2,037	2,455	2,917	4,643.57	9.98	1,099	6.5
OREGON	1,768,687	22.6	96,981	20.9	1,620	2,235	2,771	3,325	11,348.35	24.40	3,562	21.2
WASHINGTON	2,853,214	36.5	68,192	49.1	1,674	2,349	2,913	3,676	22,956.15	49.36	10,121	60.3
TOTALS	7,819,108	100.0	1,348,535	---	---	---	---	---	$46,505.95	99.99%	16,794	100.0%

(1) For later census projections see Table
(2) Total water and land area
(3) Per square mile of land area
(4) Source: Dept. of Commerce, Office of Business Economics, Survey of Current Business, April, 1969
(5) Source: Various Publications of the Legislative Assembly, Government of the Province of British Columbia

TABLE XIV

(1) POPULATION ESTIMATES AND PROJECTIONS

Total Resident Population

STATE	JULY 1, 1969 (Provisional)	JULY 1, 1968	APRIL 1, 1960 (Census)	CHANGE 1960-69	
				Number	Percent
ALASKA	282,000	272,000	226,167	56,000	+24.9%
BRITISH COLUMBIA	(2) 2,043,000	2,043,000	1,629,082	414,000	+25.4%
IDAHO	718,000	709,000	667,191	+ 51,000	+ 7.6%
MONTANA	694,000	696,000	674,767	+ 19,000	+ 2.9%
OREGON	2,032,000	2,004,000	1,768,687	+264,000	+14.9%
WASHINGTON	3,402,000	3,296,000	2,853,214	+549,000	+19.2%
TOTALS	9,171,000	9,020,000	7,819,108	1,353,000	+17.3%

If the 1970 Census resembles closely the above projections, each state will have the percentage of the region's total population as follows:

ALASKA.	3.0%
BRITISH COLUMBIA. . . .	22.3%
IDAHO	7.8%
MONTANA	7.6%
OREGON.	22.2%
WASHINGTON. . . .	37.1%

(1) Source: Current Population Reports "Estimates of the Population by states, July 1, 1968 and 1969." Advance Report, Series P-25, No. 4360, August 29, 1969. Department of Commerce, Bureau of the Census.

(2) 1969 estimate not available; 1968 repeated to get estimated total.

TABLE XV

STATE AGENCIES' USE OF PNBC

In each state the local public libraries send their requests first to the state library; if they cannot be filled there they are transmitted on to PNBC, if, of course, the asking library is a member of the Center. (The exception to this is Oregon which returns unfilled requests to the local library who then deals directly with PNBC.)

In addition to this referral service these state agencies borrow for their own use, usually for staff, service to state government and its officials, individuals involved in special research, residents of places with no public libraries, etc. The compilation below shows the degree to which the state libraries turned to PNBC for locations of materials which they needed for their own direct services.

	Calendar Year 1968	First Half of 1969
Alaska	74	68
British Columbia	--	2
Idaho	21	12
Montana	40	16
Oregon	204	123
Washington	678	269
Totals	1,017	490

New Possibilities

If the source of support should be shifted to the states and the rock-bottom budget of $118,000 recommended on page 41 were to be adopted, the annual cost to each state would be, on the basis of two of the sets of population figures in TABLE XIV:

STATE	On Basis of 1960 Census	% of the Whole	On Basis of Pop. Estimates July 1,1969	% of the Whole	Fees from All of State's Members 1969-70
Alaska	$ 3,422	2.9%	$ 3,540	3.0%	$ 1,651.51
British Columbia	24,544	20.8%	26,314	22.3%	1,656.25
Idaho	10,030	8.5%	9,204	7.8%	4,250.12
Montana	10,266	8.7%	8,968	7.6%	4,643.57
Oregon	26,668	22.6%	26,196	22.2%	11,348.35
Washington	43,070	36.5%	43,778	37.1%	22,956.15
TOTALS	$118,000		$118,000		$46,505.95

MANAGEMENT

Under whatever structure PNBC is continued, some more workable arrangements must be set up for policy making and managerial supervision.

One of the Swank recommendations which was adopted brought about a change in organizational structure whereby the former Board of Managers was replaced by a large Council composed of one representative from each member institution and an Executive Committee elected by the Council. The stated purpose of this change was to secure "a wider participation of interested libraries in the affairs of the Center...and a more active, better informed Executive Committee to work more closely with the Staff of the Center." Dr. Swank further suggested that the Council "supply a variety of working committees to tackle specific problems" because the "Center staff, being largely absorbed by its routine responsibilities and working under the handicap of overwhelming arrearages, cannot be expected to attend adequately to the solution of many internal problems, to develop new ideas, to keep pace with recent developments in library cooperation, or to survey continuously the bibliographic needs of the region." In 1969 there can be found no indication of any active committee work whatsoever, and the Executive Committee, composed of busy librarians each fully occupied with his own job and scattered over a million plus square miles can scarcely "apply itself continuously to the Center's needs" nor can it "work more closely with the Staff" than could the Board of Managers.

It was awareness of this impossible situation that caused the Executive Committee to vote in March 1967 to hire an Executive Director. This decision is discussed on p. 15 and again on p. 117-118.

Support by the states would provide funds for staff to assume management responsibilities. The specific recommendation regarding this phase of the Center's needs is:

> PNBC should be so reorganized as to place responsibility for its government and operation, in addition to its financial support, in the joint hands of the participating states. This should be achieved through some form of a board of directors selected on these principles:
>
> a. That each state be represented;
>
> b. That the representatives be persons so officially connected with the several states that their time and talent are paid for by their agencies, thereby assuring that properly qualified people will have sufficient motivation and time to give to the duties and responsibilities attendant upon guiding PNBC.

CONTINUED INTEREST

Because a child grows up, leaves home and assumes his place in the adult world of responsibility does not mean that the family no longer cares for him. On the contrary, relationships sometimes improve on a different level.

And so it should be with PNLA and PNBC. Much would be lost to each were all ties to be severed. Careful thought should be given to workable, appropriate arrangements, as suggested previously in Chapter III, whereby PNLA shall continue to give PNBC the benefit of its leadership and whereby it may use the Center as a focal point for the services it can perform best on a regional basis. Advisory Councils, when composed of capable people and handled with clear understanding and appreciation of mutual areas of responsibility, can be very effective. There is no reason they cannot be in the case of PNBC.

RECOMMENDATION

The professional interest of PNLA in PNBC should be intensified rather than lessened; should become actual rather than theoretical. This should be achieved through the creation by PNLA of a vehicle such as an Advisory Council to the Board of Directors, such Council to represent the broad and total interests of libraries in the Pacific Northwest. Appropriate and effective liaison links should be forged between this Advisory Council and the Board of Directors.

(See also page 21)

CHAPTER X

MATTERS OF OPINION

PNBC As Others See It

MATTERS OF OPINION

A. PNBC As Others See It

The only thing that this Study may have in common with reputable, scientific research is that it, like all others, started out with a questionnaire. We asked people what they thought -- and they told us!

WHOM DID WE ASK? All members of PNBC; all Washington libraries who are not members of PNBC; the heads of state library agencies in the area accommodating the PNLA. And they did not all get just one questionnaire; some got two. The libraries whose collections are listed in PNBC were asked to answer a second one from the standpoint of the contributing library. Those whose holdings are not listed were asked for reactions to additional questions pertinent to them.

HOW DID THEY RESPOND? Exactly as one would expect PNBC members to do -- virtually 100%. In preparation for the Report the Analyst went through the wonted mathematical exercises to determine percentage of responses, etc. So few were there who did not reply that we scrapped that exercise in futility and instead spent the time enjoying the uninhibited, frank, and full replies.

WHAT DID WE ASK? Copies of all the questionnaires are reproduced in EXHIBIT Q, quod vide. Generally, we were interested in their relations with and attitudes toward PNBC; specifically, we wanted to learn as much as the limitations of a questionnaire would permit about how they handled interlibrary loan, both from the lending and borrowing ends.

WHY DID WE ASK? Because PNBC belongs to its members and theirs is the decision as to its future; because many think the time has come for constructive change in PNBC and its officials want to hear what direction its members think that change should take; because throughout the entire region consequential decisions must soon be made regarding the dimensions of interlibrary cooperation and those responsible for these decisions want fact and opinion upon which to base them; because whatever is decided must be mutually beneficial to all with no plans for one part of the region that will be detrimental to another part.

AND WHAT DID THEY TELL US? Precisely what they think, from all appearances. And that is good. On the next 13 pages, the information and ideas gleaned from the Questionnaires have been brought together and summarized.

A. (1) OPINIONNAIRES

These have been divided by states; and then by kinds of libraries within the states. They are tabulated on the next four pages in TABLE XVI for Alaska, Idaho, Montana, and Washington. When these Opinionnaires were sent out Oregon had just completed the Clemmer Survey from which these were borrowed (See pages 105-108). There was a mail strike in British Columbia so it was not feasible to contact their libraries with questionnaires. (Of course, the mail strike has long since been over, but the Analyst forgot that British Columbia had not been sent questionnaires last spring along with others and when she opened the files to complete them for this final Report it was too late to send copies out. For this she apologizes to British Columbia libraries.)

TABLE XVI (Alaska)

Tabulation of Responses to PNBC Opinionnaire from ALASKA

If you are a member, circle the number that best describes your response to the following statements. (1=strongly agree; 2=mildly agree; 3=neutral; 4=mildly disagree; 5=strongly disagree).

	Academic & Community College Libraries					Public Libraries					SL And Special Libraries					All Responses				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
a. The current practice of basing membership fees on annual budgets seems equitable.	-	-	1	-	-	-	1	-	-	-	-	2	-	-	-	-	3	1	-	-
b. Our membership fee is well spent in terms of service received.	-	-	1	-	-	1	-	-	-	-	1	1	-	-	-	2	1	1	-	-
c. Our membership is a contribution to regional cooperation.	1	-	-	-	-	1	-	-	-	-	1	-	1	-	-	3	1	-	-	-
d. We do not have much difficulty paying our membership fees.	1	-	-	-	-	1	-	-	-	-	1	-	-	-	-	3	1	-	-	-
e. Majority of requests we send to PNBC are filled.	1	-	-	-	-	1	-	-	-	-	2	-	-	-	-	4	-	-	-	-
f. We would like to see PNBC continue present service.	1	-	-	-	-	1	-	-	-	-	2	-	-	-	-	4	-	-	-	-
Total Number Responding	1					1					2					4				
Total Number of Opinionnaires mailed out to current members	1					1					3					5				
Percent Responding	100%					100%					66.7%					80%				

TABLE XVI (Idaho)

Tabulation of Responses to PNBC Opinionnaire from IDAHO

If you are a member, circle the number that best describes your response to the following statements. (1-strongly agree; 2=mildly agree; 3=neutral; 4=mildly disagree; 5=strongly disagree).

	Academic & Community College Libraries					Public Libraries					SL And Special Libraries					All Responses				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
a. The current practice of basing membership fees on annual budgets seems equitable.	4	1	1	0	1	11	1	1	2	1	-	-	1	-	-	15	2	3	2	2
b. Our membership fee is well spent in terms of service received.	4	2	0	1	0	6	2	2	5	1	-	-	-	-	1	10	4	2	6	2
c. Our membership is a contribution to regional cooperation.	6	1	0	0	0	12	2	2	0	0	-	-	1	-	-	18	3	3	0	0
d. We do not have much difficulty paying our membership fees.	5	1	0	0	0	9	3	2	2	0	-	-	1	-	-	14	4	3	2	1
e. Majority of requests we sent to PNBC are filled.	5	1	1	0	0	9	4	2	1	0	-	1	-	-	-	14	6	3	1	0
f. We would like to see PNBC continue present service.	6	0	1	0	0	14	1	1	0	0	1	-	-	-	-	21	1	2	0	0
Total Number Responding	7					16					1					24				
Total Number of Opinionnaires mailed out to current members.	7					17					2					26				
Percent Responding	100%					94.17%					50%					92.3%				

TABLE XVI (Montana)

Tabulation of Responses to PNBC Opinionnaire from MONTANA

If you are a member, circle the number that best describes your response to the following statements. (1=strongly agree; 2=mildly agree; 3=neutral; 4=mildly disagree; 5=strongly disagree).

	Academic & Community College Libraries					Public Libraries					SL And Special Libraries					All Responses				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
a. The current practice of basing membership fees on annual budgets seems equitable.	2	2	0	1	0	8	1	1	2	1	1	-	-	-	-	2	3	1	3	1
b. Our membership fee is well spent in terms of service received.	2	2	0	1	0	5	4	3	1	0	-	1	-	-	-	7	7	3	2	0
c. Our membership is a contribution to regional cooperation.	3	2	0	0	0	9	3	1	0	0	-	-	1	-	-	12	5	2	0	0
d. We do not have much difficulty paying our membership fees.	3	1	0	1	0	3	5	2	1	2	-	1	-	-	-	6	7	2	2	2
e. Majority of requests we send to PNBC are filled.	4	1	0	0	0	10	1	1	1	0	-	1	-	-	-	14	3	1	1	0
f. We would like to see PNBC continue present service.	3	2	0	0	0	9	1	2	1	0	1	-	-	-	-	13	3	2	1	0
Total Number Responding			5					13					1					19		
Total Number of Opinionnaires mailed out to current members.			7					15					3					25		
Percent Responding			71.4%					86.7%					33.3%					76%		

TABLE XVI (Washington)

Tabulation of Responses to PNBC Opinionnaire from WASHINGTON

If you are a member, circle the number that best describes your response to the following statements. (1=strongly agree; 2=mildly agree; 3=neutral; 4=mildly disagree; 5=strongly disagree).

	Academic & Community College Libraries					Public Libraries					SL And Special Libraries					All Responses				
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
a. The current practice of basing membership fees on annual budgets seems equitable.	7	7	2	2	0	36	16	5	2	1	3	1	3	2	1	48	24	10	6	2
b. Our membership fee is well spent in terms of service received.	6	5	3	3	1	45	10	5	2	0	5	1	2	2	0	56	16	10	7	1
c. Our membership is a contribution to regional cooperation.	11	6	6	0	0	36	9	17	0	0	7	0	2	0	0	54	15	20	0	1
d. We do not have much difficulty paying our membership fees.	5	5	3	4	1	46	9	7	0	0	5	2	3	0	0	56	16	13	4	1
e. Majority of requests we send to PNBC are filled.	12	5	1	4	1	54	7	0	1	0	9	1	0	0	0	75	13	1	1	0
f. We would like to see PNBC continue present service.	14	1	2	1	0	53	4	3	0	0	8	1	1	0	0	77	6	6	1	0
Total Number Responding	18					62					10					90				
Total Number of Opinionnaires mailed out to current members.	20					67					14					101				
Percent Responding	90%					92.5%					71.4%					89.1%				

(1) MEMBERS EXPRESS OPINIONS

In addition to the checks on TABLE I(A-D) the respondents were asked to give suggestions for improving PNBC. Interesting, thoughtful replies were given that can be grouped by subject as follows:

Re: High school students: (1) Remove prohibition against lending for use of high school students; validity of requests should be left to requesting library. (2) Service is denied to high school students because of PNBC rules.

Re: Speed: (See also page 74) (1) We want faster service even if it means increased fees. (2) On requests marked "Rush" we would like to have PNBC report back so we can notify patrons when material is not immediately available.

Re: Special Complaints: Develop a routine to advise automatically if material is available only in Canada so patron can be advised of possible very high postal rates.

Re: Special Points of Service: (1) We are pleased with the services we receive from PNBC; our unverified requests to them receive special attention. We don't have the resources for verification that are available at U. of W. (2) Since we have the tools it is easier and quicker to go directly to the loaning library, but they have been helpful when the citations are incomplete. (3) An inordinate amount of correspondence is carried on by PNBC with and for our libraries request (By a supervisor of several service agencies) What do you think of telling PNBC beforehand to search outside the region?

> For what PNBC thinks read page 20 of the MANUAL OF INFORMATION FOR PRACTICING LIBRARIES, EXHIBIT V
>
> For what the Analyst thinks read pages 68, 69, 132 (15e) of this Report.

Re: Finances: (1) Materials budget should determine fees, rather than total budget. (2) We'd rather have fees based on the amount we use PNBC rather than on our budget; LITTY has reduced necessity, thereby raising our per unit cost through PNBC. (3) I would like to know what my fee will be when I am preparing my budget. (4) Would prefer % of previous budget rather than current. (5) The dollar charge by the University of Washington undercuts the cooperative nature of PNBC, especially since PNBC utilizes their collection so frequently for ILL requests. (6) Any way to avoid the new charge imposed by the University of Washington for copying ILL's? (7) We can afford the $1,000 fee but it is probably out of line when one considers we are a campus of only 2,000 students. (8) Sell script similar to that issued by other clearing house operations for furnishing Xerox copies.

Re: Public Relations: They (our patrons) have been happily impressed with the services of PNBC and particularly pleased to know that service is not limited to just our immediate geographic area. We are pleased to be able to partake of this far flung service for so small a fee and wish to express our appreciation to those who have made and continue to make it possible.

Re: Questions of Policy, Procedure, etc.

(a) Who is entitled? Who is denied? Academic libraries all deny interlibrary loan to undergraduate students, except 7 who will borrow for "special students at undergraduate level" 9 public libraries deny students below the high school level, but will borrow for those high school and above. Most deny all student requests. 2 deny those owing fines. 13 will borrow for adults only. 3 will honor only those whose needs are "serious"; 3 others must have them "important." 41 will borrow "for anybody." 4 libraries deny the townspeople who wish to use the college library.

(b) What materials to borrow? What to refuse? 27 public libraries in Washington, 6 in Idaho, 1 in Alaska, and 6 in Montana will borrow anything. 10 will borrow only non-fiction. Idaho's academic libraries will all borrow anything for their readers; 6 Washington public libraries will not borrow children's books; 10 will not borrow recent books. 16 will not borrow recent fiction. 5 "follow ALA code." 4 academic libraries will not borrow magazines; 8 academic libraries will not borrow anything in print; 15 will not borrow records or films.

(c) Does your staff actively, voluntarily support interlibrary loan?

81 report that they actively promote this service
3 hedged by saying that it depended upon the individual staff member
38 give the service only if asked
3 admitted that they actually discouraged it.

(d) Names of systems, networks, etc. from which you borrow? Departmental libraries in Washington, D.C.; Hoover Institute of War, Revolution, and Peace; MEDLARS; Loan agreements among a circuit of Idaho libraries; Montana's Water Resources Cooperative System; NIH, Bethesda; Sagebrush Foundation; Northwest Montana Federation; Northwest Association of Private College and Universities; the 4 C's; Department of Commerce Clearing House for Science and Technical Information; NASA; Southwest Geneological Library.

(e) From what libraries do you borrow directly without going through PNBC?

Alaska: Universities of Illinois and Oregon; Seattle, University of Puget Sound, Oregon State, Reed, Department of Interior.

Idaho: Universities of Oregon, Portland, Utah, California, Washington State; LITTY members;

Montana: All Montana academic libraries;

Washington: Universities of Colorado, Illinois, Indiana, Harvard, Princeton, Utah, all Pacific Northwest universities, California, Chicago; Linda Hall, John Crerar, New York Public Library, National Lending Library (Great Britain) Public Archives of Canada.

(f) What other methods than official interlibrary loan?

- 85 libraries answered that they used no other method; perhaps the few exceptions have some ideas that will be helpful to others.
- 9 borrow in person directly from a neighboring library;
- 2 go to the local schools to get books for summer use;
- 17 use local telephone, while 5 will use long distance to find what their readers want;
- 5 send their patrons to another library in the community;
- 9 make Xerox and other photocopy methods available to their readers;
- 2 seek material from non-library sources;
- 2 use regular courier service;
- 2 have private agreements with other libraries

(g) What of leadership? A strong sense of dependence on and confidence in their state libraries as a referral source seemed to permeate the replies from 3 states. Charted, their replies look like this:

	State Library as only resource to which they turned outside	Included State Library Among Others	Never go outside PNBC at all
Washington			
Academic	4	3	1
Special	0	4	0
Public	9	6	29
Idaho			
Academic	0	6	0
Special	0	0	0
Public	3	9	2
Montana			
Academic	0	0	0
Special	0	0	0
Public	7	4	2

•95% of Barttelle Northwest requests go directly to libraries to be filled rather than going through PNBC. Director attributes this to their having relatively complete bibliographic and location tools.

•Libraries whose holdings are not listed in PNBC were asked to comment on their interlibrary loan activities from their point of view, one that must be significantly different from those libraries who support the services throughout the region with both their catalog records and their loans. All but two of the libraries contacted in this non-contributing category responded positively to the question: "If PNBC were expanded to include other libraries in its Union Catalog would you be willing to have your holdings listed therein?" Most indicated a willingness to lend their books and some even sounded a bit plaintive when they said: "We would like to help other libraries but nobody ever asks us." Perhaps this librarian spoke for many when he said:

> "We are extremely grateful for this service; any act of reciprocity that we can engage in you will find us willing."

That is the stuff out of which library service is made, be it country cross road, crowded study hall, overflowing reserve book room, or computerized data base.

(1) MEMBERS EXPRESS OPINIONS . . . . AWARDS FOR SPECIAL MERIT

Two "suggestions for improving PNBC's services" were so thoughtful in content that they are here presented in their entirety:

I. From a private college in southeastern Washington came this full and encompassing program of suggestions for PNBC's future:

1. List holdings of all libraries in the area of service;
2. Include in holdings periodicals, microforms, films, filmstrips, tape recordings, and programmed instruction;
3. Install teletype networks to speed service;
4. Enlarge PNBC staff to facilitate service;
5. Secure closer cooperation of the various state libraries with PNBC;
6. Let PNBC become the switching center for Washington State Library Network and also for other state systems.

II. From an academic library in Montana came this interesting suggestion for extending the scope of service of PNBC:

"PNBC might offer help on cataloging through duplication of one copy of a card entry from the National card catalog, for libraries which lack funds and space for the various editions of L.C. catalogs in book form, microfiche, etc.--on a cost per card basis--and only if library had already tried to purchase the cards from the Library of Congress, and could not obtain them. The cancelled order slip from L.C. could be required as proof. We would be willing to pay 50¢ or more to obtain a copy of a card we need. The service would pay for itself, and be kept entirely separate from membership services. It could be limited to easily located items with full information on the order slip. A time limit on the search could be established.

(2) NON-MEMBERS EXPRESS OPINIONS

The purpose of this Questionnaire, addressed to Washington libraries who do not belong to PNBC, was to ascertain what they do to get materials which they do not own for their users; and to learn, if possible, why they do not belong to this regional set-up for interlibrary cooperation.

A profile of the libraries in Washington who do not belong to PNBC shows:

Type of Library	Total # of Libraries	Members of PNBC	Non-Members of PNBC (4)
Public Libraries	81(1)	60	21
ACADEMIC LIBRARIES			
Universities	6	4	2(2)
4 Year Colleges	13	7	6
2 Year Colleges	22	8	14
SPECIAL LIBRARIES	39(3)	7(3)	32(3)

(1) One public library which did not file an annual report is a member of PNBC.

(2) One university library has always belonged to PNBC but through a slip-up in the University finance office the warrant for payment did not clear in time to meet budget deadline this year.

(3) There is no official record of the actual number of special libraries in Washington. The "Annual Statistical Issue" of Library News Bulletin lists 68 in addition to the libraries in State Government. This is the number of those to whom questionnaires were sent PLUS the seven listed as members of PNBC.

(4) Further information about non-members of PNBC is found frequently throughout the ANALYSES and TABLES of the Report.

(2) NON-MEMBERS EXPRESS OPINIONS . . . . SPECIAL LIBRARIES

Sent questionnaires: 33 Replies received 17

17 loaned materials in amounts of 122 items in a year.

Most confine lending to their own special groups.

County law libraries reported that public was welcome to use their books in the libraries. They borrow from Gonzaga and the region's universities.

Medical community reports close contacts with Pacific Northwest Regional Health Sciences Library and national sources.

6 out of the 17 do NOT borrow for their patrons. 5 reported that they were completely adequate and met all borrowers' needs from their own collections! A law library reported it will borrow "only if asked by an attorney." Metropolitan newspaper has Seattle Public Library card with which it borrows for editorial staff. This paper occasionally makes loans of pictures to individuals.

11 SPECIAL LIBRARIES who do borrow tend to borrow heavily.

In one year they borrowed 3,738 books from large universities, King County Medical, Washington State Library, PNRHSL. Several admitted borrowing many books personally for their clientele.

Compared with a total from all of the region sent to PNBC the 3,738 requests show vigorous interlibrary loan activity from only 10 of these 11 libraries. (One of the 11 reported that no records were kept although "we promote interlibrary loan service actively and expect to do it even more so in the future.")

****

(2) NON-MEMBERS EXPRESS OPINIONS . . . . ACADEMIC LIBRARIES

They report that they get their books just the same way that PNBC members do, viz., they borrow them from other libraries - the same libraries, in fact.

2 replied that they once belonged but did not use it enough to justify membership. YET these 2 reported borrowing over 1,000 books in a year's time. And they borrowed them, according to their own records from the libraries who pay the maximum fee to belong to PNBC.

One university which has never belonged to PNBC reported that the question as to why the library is not a member "was not applicable."

(2) NON-MEMBERS EXPRESS OPINIONS . . . . PUBLIC LIBRARIES

So extensive is membership in PNBC among public libraries that those who do not belong serve a very small percentage of the population in the entire region, with the exception of British Columbia where the membership of only 2 libraries means that most of the province is not served by PNBC.

In Washington the number of public libraries not belonging to PNBC is 21. The number of people living in the jurisdiction of these libraries is 51,630. The number of persons living in areas NOT in any library jurisdiction is 163,229. Therefore, the number of Washington residents who do not have the benefit of PNBC is a total of 214,859, or 7% of the total population.

The 60 libraries who belong to PNBC borrowed from all sources for their readers in 1968 a total of . . . . 22,230 volumes

The 21 libraries who do not belong to PNBC borrowed for their readers a total of . . . . 520 volumes

Questionnaires sent: 18 Replies Received: 12
(On 2 questionnaires returned there were no answers)

Regarding PNBC:

4 said they would like to belong but could not afford it;
2 said they once belonged but withdrew because cost was not justified;
2 said that PNBC had never been seriously brought to their attention;

Regarding borrowing:

2 gave negative replies to all questions about borrowing: NO.
1 said it supplied all its readers' requests and needed nothing!
(Annual budget: about $7,000)

All 8 of the remaining libraries do borrow books for their readers. They name the sources as: State Library, Spokane Public, Seattle Public, local high school, and in one case "quite often borrow from personal libraries of patrons." The number they report for a year is 168; the total that shows on their annual reports is 211. None of them loan to other libraries. Only 1 actively promotes interlibrary loan among its borrowers.

(3) CONTRIBUTING MEMBERS ADD THOUGHTS

The Union Catalog, main service tool of PNBC, has been treated fully in THE QUESTION OF CONTENT, pages 45-48. This Report assigns much importance to the libraries who send their catalog cards regularly to make PNBC's Union Catalog. They are also the libraries by whom the lending is done, because their holdings are listed. These libraries are named on page 23 of the PNBC MANUAL, EXHIBIT V. Because of the significant roles these libraries play in actually being PNBC there was a special Questionnaire sent to them. See EXHIBIT Q, p. 8. It regretably went only to the 9 contributing libraries in Washington because at the time they were sent out the scope of this Study, which has since been broadened considerably (see pages 4 and 5) was directed toward points at which the Washington Network and PNBC would likely cross bibliographical paths.

A 100% reply from these 9 libraries illustrates the spirit of professional cooperation and generosity which has characterized these and the other 30 libraries in the region who continue to shoulder the twin burdens of contributing and lending.

> 5 of the 9 libraries keep a record of requests referred to them by PNBC, but 1 of these 5 said they didn't count them.
>
> 1,932 books were loaned by these libraries:
>
> | | | | |
> |---|---|---|---|
> | Gonzaga | 269 | Univ. of Puget Sound | 440 |
> | Spokane Public | 1,050 | Whitman College | 163 |
>
> 28 were all they were unable to fill.
>
> The most frequent reasons given for not filling requests were: Book in use locally (mentioned by 7); Book lost or stolen (mentioned by 6); Non-circulating or at bindery (mentioned by 3).
>
> 7 reported they send cards to Catalog for all books.
>
> 2 exclude music and other recordings; 2, children's books; 2, documents.

They had these suggestions for "policy and/or procedures which they would like to see PNBC initiate or change": Less attention to bibliographic detail...wider use of telephone...have more libraries included in PNBC...speed up the process ("but how I don't know")... a teletype network for faster ILL service..."any request honored by PNBC and hence forwarded to the U. of W. should not have another fee charged (see page 25) otherwise our contribution for PNBC support seems a bit unfair"...could we include listings of more large libraries in the Eastern side of the state?

(4) STAFF OPINION

Since the success of any service organization is ultimately dependent upon how the Staff, charged with its day-to-day operation, sees its work in relation to the services to be rendered, the employees were asked to participate in the Study via a special Questionnaire. They were asked not to sign it and were promised complete anonymity. The response was 100% and their thoughtful replies indicated that they gave serious consideration to these questions which they were asked: (Summaries of their replies are interspersed)

1. **What prompted you to come to work for PNBC?**

   Wanted to return home (Seattle)...sounded like promising job...wanted library experience...the salary...reputation of the University as a warm, friendly place to work...

2. **What are the tasks you perform which you like most?**

   Receiving incoming calls...the variety in the occupations... working on the loans...challenge of searching where obscurity makes research required...like my entire job... coding over filing...keep things running smoothly and at a good pace...

3. **What are the tasks you perform which you like least?**

   Being swamped...counting hundreds of cards a day (they could be estimated)...wasting time having to deal with incorrect or insufficient information...too long assignment to same work (creates monotony)...stuffing envelopes...

4. **Is there anything you would like to see PNBC do which it is not doing?**

   Anything I'd suggest would take additional funds and staff, so NO...several elements of trainings (standards for requests, better communications, etc.)...hire more people to code the supplement into the Union Catalog...get rid of the supplement!...some small occasional jobs given to relieve strain of long filing...should use more force with the libraries...ideally it should be computerized; it's a natural for mechanization...more concern should be paid to the problem of boredom in the routine of endless filing... rather than to snipe at the symptoms of boredom: chatter, sleepiness and low productivity...

5. **Is there anything you would like to see PNBC not do which it is doing?**

   (There were no suggestions for any curtailment or retrenching of services; just more pleas for help to do better what they're doing)

6. **What do you think PNBC needs most?**

Money, staff, clear cut, reasonable goals...harder policy line on the administrative end; to take care of volume must have more professional standards...be computerized...more people to file and code...speed up finding locations and speed up mailing requests...more emphasis on coding; less on filing...a breath of life!

7. **What changes in routines do you think there should be?**

Train everyone in 3 main tasks - filing, coding, and requests - to relieve boredom...send incorrect requests back...inform libraries of their errors...more supervision over everyone... vary individual tasks to eliminate monotony..."If we have suggestions, the Director is cooperative..." daily release of materials by member libraries to fill requests coming from PNBC...speed up service...under present circumstances, none...

8. **Can you think of anything that would make your job easier, or permit you to do it more efficiently?**

Change labels on drawers to readable ones...more help...it's easy to spot consistent offenders, so the libraries need to be reminded of errors and omissions...change in policy of filing rather than coding...use of LC entries and printed cards by libraries in the region...

9. **Are there any special items, topics, matters for consideration which you hope the Report on the Study will be sure to include?**

There were 3 requests for matters to be taken up, references to which are ever-recurring throughout the Survey Report, viz.: (1) Please say we need more help; (2) Ask libraries to tell us the first time if more search is desired; (3) If possible, define the areas in requests which PNBC will search.

The 4th request under Question 9 merits more discussion than mere listing. It says:

"Will you answer the perennial criticism 'PNBC is so slow' by pointing out that loan requests leave our office usually in 2 or 3 days, the additional delay being due to mailing and availability of the book itself..."

There is an all-over frame of reference in which this criticism "PNBC is so slow" must be taken. When critics make that remark they are referring to the whole process of securing materials through the bibliographic center. It is the total system - mail, office routines, response - the whole thing. Truly, the whole is the sum of its parts and when a reader asks for a book and he gets it in his hands 44 days later, then "PNBC is so slow" because it is the total idea of PNBC that took 44 days. For any one segment to have been swift and efficient is for naught.

The total process is too slow and must be beefed up - all along the way. The Analyst would like very much to exonerate the internal operations of PNBC for any blame for requests being so slow and place the responsibility somewhere else along the system, but the facts themselves do not allow this. The ANALYSES show very clearly that there are long delays in the office itself. It is hoped that the Staff - and others - will read carefully to determine the reasons that have been uncovered for these delays. No one has said, least of all this Analyst, that there is any dereliction of duty on the part of PNBC Staff. She has said repeatedly, and does so now at this point to set the record straight, that she has never seen people work any harder nor desire to serve any more than those at PNBC. Most of the readers of this Report and critics of PNBC would have given up long ago rather than continue to work as hard as they do under limiting circumstances to get requests out in 2 or 3 days - and many of them do get out that soon. The thanks that the member libraries owe the Staff of PNBC is to give them the wherewithal to do the better job they so desire to do.

B. STATE AGENCIES AND INTERLIBRARY LOAN

The heads of the state library agencies were sent additional Questionnaire No. III (EXHIBIT Q, p. 7) designed especially to solicit from each of them that state's plans for Interlibrary Cooperation under Title III of LSCA, an estimate of the problems encountered (or to be encountered) in implementing them, and the apparent effect of these new approaches on the relations with PNBC.

To be sure, the state librarians responded 100%, although British Columbia's reply was a letter explaining their intention to transfer their bibliographic affiliation to the activities under Canada's national plans for sharing information among Canadian libraries.

Replies from the different states comprised these facts and opinions, achievements and hopes:

Alaska

"Alaska may be on the periphery now but we fully expect to be in the center before long."

That generalization from Librarian Engen is backed up by the specifics of an all-encompassing library survey that is just entering the implementation stage. Plans include library utilization of the State operated teletype system to the major centers in the State.

"Alaska's communication setup is due for major upgrading; we expect to be involved in planning and utilization of Satellite operation."

Financially, Alaska is turning to the State for support.

It is too early yet to isolate either failures or achievements since their Survey is a fact less than a year old.

Oregon

The Oregon State Library, reporting in May 1969 answered the questions on the status of plans for interlibrary cooperation as follows:

I. What is the nature of your State Plan under Title III?

"Oregon has not yet adopted a State Plan for Interlibrary Cooperation. The Library Development Committee of the Oregon Library Association has a draft of a Statewide Library Network but it has yet to be approved by the OLA membership.

"Under Title III of LSCA the State Plan for Oregon to participate is stated in broad terms of possibilities of Interlibrary Cooperation."

II. Are you planning new or improved communications system?

"We are not operating any new or improved communication system. A rapid communication system would be desirable."

III. What specific problems have you encountered?

"The biggest problem is that the State Library has no matching money available to participate in a Title III project and no new state money for expanded interlibrary cooperation.

"Local matching for schools, academic, special, and other public libraries might be found from 'in-kind' matching but matching seems to be the big hang-up."

IV. What marked successes have you had?

"We haven't had any."

V. What effect has your State Plan for interlibrary loan cooperation had upon your libraries' relationships with PNBC?

"It is impossible to predict what effect a State Plan might have, since much would depend upon the nature and extent of activities encompassed by the Plan."

VI. What do you see as PNBC's future role in relation to interlibrary cooperation in your state?

"If libraries were linked by a rapid communication system with other libraries having broader resources from which they could borrow, it might be possible to accomplish most in-state interlibrary lending without a reliance on PNBC. If this proved to be the case, PNBC would be used more exclusively by public libraries for genealogical and other out-of-state references, and by academic and special libraries for rarer technical and research materials. It would also appear that in the future, financial arrangements might be made between regional centers and PNBC, rather than between individual libraries and PNBC.

Idaho

While many other states were talking about cooperation among the types of libraries under the impetus of Title III, Idaho was doing something about it. The principal component of Idaho's plan is its "Libraries of Idaho Teletype" affectionately (and that choice of words appears to be an accurate one from librarians' reports) known as LITTY.

The operational practicability of this system of more rapid communication prompts the inclusion of this full description of LITTY by State Librarian Helen Miller:

> "In order to provide a faster communication system between major Idaho libraries, and thus coordinate library resources within Idaho, an experimental network of teletypes was set up in January 1968. It is administered by the Idaho State Library, and funded through the Library Services and Construction Act, Title III. Initial libraries included on the network were the University of Idaho, Idaho State University, Boise College, Boise Public, Twin Falls Public and the State Library. As feasibility was proven, other strategic libraries were added: Nez Perce County, Idaho Falls Public, and Coeur d'Alene Public, to make a total network of nine libraries.
>
> "When an individual is unable to find needed material at his local library, the request is placed on LITTY and teletyped to a library which can supply it. (Libraries without teletypes telephone requests to a nearby regional library which does have a teletype.) If the need is just a simple answer to a question, the reply is teletyped back to your library. If the request is for books or other materials, the items are mailed to the local library and the individual may pick them up there.
>
> "Transmissions on LITTY from January through June 1968 were as follows: January 1,300 ; February 2,027; March 2,793; April 2,846; May 2,876; June 2,383. Total for the six months: 14,225. The Idaho State Library is the most heavy user of LITTY, in its back-up role to the local public libraries. In the first six months of operation the State Library received 2,799 transmissions via the teletype, and sent out 3,538 transmissions. Book loan requests sent from the State Library to other LITTY stations were: To Boise Public, 1,402, Idaho State University 289, Boise College 272, University of Idaho 271, Twin Falls 135, Idaho Falls 106, Nez Perce 52 and Coeur d'Alene 45, total 2,572. Statistics are available for the number of requests filled, from April 15th to date, and average from 30% for the University of Idaho to only 4% for Coeur d'Alene. Boise Public averaged 26.9% on filling requests, but the other public libraries averaged less than 10%. Boise College averaged 22.7% and Idaho State University only 15.1%.

"By the end of June the LITTY service was averaging 1.6 transmissions per book requested, and 42.9% of the requests were being filled. Biggest users, other than the libraries on LITTY, were Nampa, Caldwell, McCall, Arco, Weiser, Post Falls, Jerome. Also in June, 44% of the books located were found within the same day and 23% within one day. A similar percentage was reported for those not available.. LITTY has thus speeded service to local library patrons, and through greater use of Idaho's resources can help meet the needs of more library users.

"The LITTY network utilizes leased wire circuits through the Statehouse, and thus the only direct cost is that of machine rental -- there is no per minute line charge as in TWX. Costs in May of 1968 averaged 6¢ per transmission for the State Library, 11¢ Boise Public, 22¢ Nez Perce, 28¢ University of Idaho, 45¢ Twin Falls, 51¢ Boise College, 53¢ Idaho Falls, 66¢ Idaho State University, and $1.44 Coeur d'Alene. (Figures for Coeur d'Alene are for less than a full month.) A continual evaluation is being made of the LITTY network to determine if it should be continued at Federal expense, should be funded from State and local budgets, or if it should even be dropped if Federal funds are not available and the local libraries can't afford the monthly rental of $53.50 to $79."

The establishment of Regional Reference Centers complements LITTY and gives to Idaho's cooperative library service the very important ingredient of the actual information itself as well as location data. Idaho's very practical adaptation of the Interlibrary Loan Code has been printed in full as EXHIBIT I, forming a part of the reference material contained in the appendix of this Report. Their interlibrary loan procedures, based upon this adapted Code, are explained by the Idaho State Library in this way:

"Channeling of Requests

College, universities, and special libraries normally channel their requests through PNBC or other libraries as seems appropriate. School libraries normally channel their requests through their local public library. Public libraries channel their requests through their regional library centers:

Region 1	Coeur d'Alene Public Library
Region 2	Nez Perce County Library
Region 3	Boise Public Library (Boise area libraries normally send their requests directly to the Idaho State Library)
Region 4	Twin Falls Public Library
Region 5	Idaho Falls Public Library
Region 6	Pocatello Public Library

The regional library centers will forward requests they cannot fulfill to the State Library. If the State Library cannot fulfill the request it will forward the request to the appropriate library in Idaho, or to the Pacific Northwest Bibliographic Center in Seattle if necessary."

Montana

The direct quotation below from Montana's State Plan under Title III indicates that it, too, is moving on out on the cooperative library front.

"This program seeks to further the development of total library service for the state of Montana through a cooperative library service network. Because the key to the network is rapid communication between libraries, the project is called a 'Cooperative Communications Program.' A telephone network tying the public libraries of the state to the State Library, and a state-leased network linking the State Library with academic libraries in the state are utilized to bring requests for material or information from every community in Montana (school and public libraries) to the larger libraries which can fill those requests.

"The use of rapid communication frequently means that a request originating hundreds of miles away from the State Library can be answered within hours (if by telephone) or on the next day (if materials must be mailed). Academic libraries (in the state university system) and some of the large public libraries participate as lending or resource centers, along with the State Library, although the State Library serves as switching center for all requests.

"Consultant assistance from the State Library is offered to individual local libraries in the development of their reference/information services. Workshops for personnel from all types of libraries are held regularly to provide an in-service training opportunity, to increase the efficiency of the inter-library network.

"In Fy 70, the State Library continues to investigate the need for an 8-state technical information network, under the aegis of the Federation of Rocky Mountain States. During the planning phase, this activity is not considered a separate project.

"The State Library has entered into an agreement with the University of Montana Library (see attached), under which the latter library has extended its specialized reference services to the entire state. The University provides $50,000 in matching salary funds for this program.

"All public, school, junior college, other academic, special, hospital, correctional, and residential school libraries in the state participate in this network.

" In a second project, a pilot program, the feasibility of a technical processing service to serve a wide area, and various kinds of libraries, will be explored. The Billings Public Library, in a new building with adequate physical facilities and an expert staff, will in fiscal 1970, catalog and process books for the Helena Public Library, The Montana State Library, and the twenty-two schools in the Billings elementary school district. It is anticipated that experience gained in this project will assist the State Library to plan for the permanent establishment of a processing service which can serve most if not all of the public and school libraries in Montana.

" The State Library, the Helena Public Library, and the Billings elementary school libraries have agreed to channel virtually all of their orders for library materials through the Billings Public Library. The staff of this library in turn orders, checks against invoices, catalogs, processes and distributes to the purchasing libraries, books ready for circulation.

" A grant of $15,000 from Title III funds, from the State Library to the Billings Public Library, will underwrite the estimated costs for this service for fiscal 1970."

Washington

"Design for Washington State an information network whereby all libraries, of whatever kind and jurisdiction, may utilize technology to give all residents whatever information they want and need." Out of this somewhat formidable charge to Joseph Becker and Robert Hayes grew A PROPOSED LIBRARY NETWORK FOR WASHINGTON STATE, which was presented to the Washington State Library Commission in September 1967.

Prevailing circumstances and problems demanding solutions determined the nature of the proposal--circumstances of 1) Information explosion; 2) Development of information centers and growth of mechanization as added means of access to information; 3) Rise of cooperative enterprises among libraries; problems rising out of these conditions: No type of library is really meeting the full informational needs of its public; there is too much information to acquire and too few qualified people to handle it; often information is within reach but its existence is unknown; much of it, repetitive and irrelevant, needs abstracting; transmitting methods are too slow.

To accommodate these circumstances and solve these problems, the Network:

- Is based on individual libraries as building blocks, focusing points of access. (Information to people; not people to information.)
- Disturbs no administrative boundaries; forms local libraries into two classes of cooperative groups: Geographical Area Centers and Specialty Subject Groups.
- Gives access to information by computer-based catalogs, registers, directories.

- Creates State Switching Center to receive and transfer requests to agencies designated as Major State Resources and on to National Resources, if necessary.
- Takes step-by-step approach whereby each level is built toward the next level but is so conceived as to be useful and constructive if the next steps are not taken.
- Provides rationale for installation of specific levels of appropriate equipment.

By the beginning of 1969 the atmosphere is replete with interesting questions. A Staff, deeply immersed in implementation, research and planning asks after each contributory task: "Now, what next?" The state's library profession, historically accustomed to working together in a climate of cooperation and thoroughly informed on the Network, asks: "What and how?" A budget office, committed to support of quality library service, asks: "How much?" And a public, excite- by the imaginative qualities of the Network and impatient in anticipation of its potential, asks only: "HOW SOON?"

WHAT DO STATE LIBRARIANS SAY IN QUESTIONNAIRES . . .

About support of PNBC?

1) "One strong feeling I have had for some time is that if we are to have the regional bibliographic center we can better fund it on a continuing basis by having State agencies provide funds for all libraries, all types of libraries, within each State."

2) "We have an obligation to help fund the service so that it will be available to our state's libraries, as they are the ones actually serving most patrons."

3) "For the state to fund PNBC would inject several plus factors, among which are:

a) This would be a very real and very tangible form of state aid.

b) It would eliminate inequities and settle the question of eligibility."

About services of PNBC?

1) "The fault with PNBC is that we don't use it enough."

2) "Teletype at PNBC would help expedite all interlibrary loan activity. If the PNBC cards are reflected in new LC Catalog, will this mean a by-pass of PNBC? Think PNLA and PNBC need to take more active role in discussion of interlibrary cooperation, and interlibrary loan problems. As a have-not state, we live in some fear of being cut off from loan privileges by the have states."

3) "PNBC needs more dynamic leadership."

About specific problems which have been encountered?

1) Inadequate funding of Title III

2) Academic libraries' policy against interlibrary loan for undergraduate use

3) Seriously inadequate physical facilities has hampered some proposed interlibrary activities in certain areas

4) Some resistance on part of librarians (all types of libraries) to try new methods, techniques, etc.

5) There is a serious lack of basic research upon which to begin to build a viable network.

About the effect of their new internal programs upon PNBC?

1) Idaho reports: "Requests for material forwarded to the Pacific Northwest Bibliographic Center in Seattle totaled 237 in 1967 and 189 in 1968. The number of books borrowed from the Boise Public Library to answer the needs of other libraries and individuals over the state continued to rise: it was 575 in 1967 and 657 in 1968."

2) Alaska says it's too early to tell.

3) The Washington State Network is not yet in operation, so there is, of course, no effect.

4) Montana reports: "We believe that the state's service from PNBC has been speeded, since requests from all public libraries are channeled through state library, and this is made faster through use of telephone within the state. We need, however, faster communication to and from PNBC."

About PNBC's future role in relation to interlibrary cooperation in each of their states?

1) "Center of bibliographic network, teletype or computer based (Alaska).

2) Idaho's State Plan under Title III specifically ties PNBC into that state's cooperative intentions with this statement:

"Idaho is within the region served by the Pacific Northwest Bibliographic Center and participation in the services of that center may be considered part of the plan under Title III. This participation may be by individual library memberships and also by a State Library contract for specified services. It is anticipated that the Pacific Northwest Bibliographic Center at Seattle will eventually have some sort of teletype equipment, and that access to their union catalog of major library holdings can be reached through the Idaho State Library, and thus made available to the LITTY network."

3) PNBC is used to fill library requests which cannot be handled within the state; so long as Montana does not have the library resources which are available in more populous states (larger public libraries, research libraries, major universities, etc.), we will need to call upon PNBC for assistance. This is apt to be a long time.

4) Becker and Hayes recommended that PNBC play the role of switching center for the Washington State Library Network. There is evidence that this is wise if PNBC can be tooled up to meet this responsibility and if satisfactory and equitable arrangements can be made with the other "partners" in PNBC.

C. PNBC ACCORDING TO SWANK

Even a casual reader of this Report, familiar with any of PNBC's history, will say, upon examining its recommendations:

"So, what's new about this?"

The truthful answer, which this Analyst will be the very first to give, is:

"Nothing."

PNBC does not really need a survey; it already has one - and a very good one. What it needs, like far too many other institutions (not all libraries, either!) is to take what has already been prescribed for it rather than seek prescriptions for new medicine, hopefully more palatible than the last dose of effort, energy, hard work, involvement, and means.

Twelve years ago Dr. Raynard Swank, a nationally known library leader most eminently qualified to do such a job, looked closely at PNBC as part of the large PNLA regionwide Library Development Project. Out of his study came a fine report - clear, honest, practical. Most of his 16 specific recommendations are as pertinent today as they were in July 1957 when they were first presented to the Board of Managers. The deeper this Analyst went into PNBC in the course of this current study, the more convinced she became of the current appropriateness of the Swank recommendations. Detailed study of the report made by Dr. Swank ten years later (1966) on the bibliographic center at Denver served to strengthen confidence in the wisdom of giving continuing consideration to his concepts of the role which bibliographic centers can and should play in the challenge facing libraries to bring the flood of information under useful control. Because of the relevance of his 1957 prescriptions to today's illnesses, Dr. Swank's "Recapitulation of Recommendations" is reproduced in EXHIBIT R as an important part of this Report.

It would not be at all fair to the many librarians in PNLA who have worked very hard over long years with and for PNBC to imply that nothing was ever done about implementing the Swank survey. In fact, quite the opposite is true. Immediately after the issuance of the Report the Board of Managers, aided by several ad hoc committees, set to work on analysis of the recommendations with intention to devise instruments and means of implementation. By June 13, 1958 an impressive report of the work done by these groups was prepared by Mollie Hollreigh, Director of PNBC, and circulated to librarians in charge of the member institutions of PNBC. This report presented a detailed account of the debate and decision on each of the 16 recommendations. Some of them were carried out immediately; some gather dust on the shelves.

The list of accomplishments under the impetus of Swank's suggestions include:

a. The creation of the present Council to replace the former Board of Managers;

b. Upgrading of certain staff positions;

c. Setting a policy to be applied to the kinds of materials to be included in the Union Catalog;

d. Discontinuance of the LC depository catalog (See page 47);

e. Discontinuance of "all subsequent negotiations, correspondence, and record keeping" after asking libraries have been sent the locations found in the Union Catalog (See page 116);

f. Adoption of a multiple request form for regional loans (See page 111).

The work done on implementing that much of the Swank recommendations was commendable and valuable. That it peaked shortly after the Report was submitted and gradually sunk away into the morass of everyday demands on each of the interested librarians points up a very fundamental problem that faces PNBC and one which must be brought out into the open and solved if the Center is ever to become a viable force in the library service of the Pacific Northwest. No matter how enthusiastic a group of librarians may be over the potential of such an organization, the necessity to return to their primary duties takes precedence and they simply cannot spend the time, on a volunteer basis, necessary to follow through. With the PNBC staff there is much the same problem. They must return to the urgent demands for service that comprise each day's mail. "Each day is so daily" that there is left no time for thoughtful, careful building for the future. Time is not the only consideration, however. Special capacities enter the picture, also. The professional staff members at PNBC are experts in bibliographic techniques. And it is the opinion of this Analyst that they are exactly that in the best sense of the word! It is fascinating to watch the skill of their bibliographic footwork as they find their way through the maze of requests, many of which leave a great deal to be desired in the way of clarity and accuracy. A facetious, but quite applicable, remark was made of them: "If they ever decide to quit PNBC they can get jobs as detectives, so expert are they in telling what somebody really wants instead of what he asks for." It is too much to expect that they shall be skilled bookkeepers, experienced planners, public relations experts, management specialists, and political sages at the same time that they are fully occupied with the intricate and complicated tasks of finding materials which may have baffled skilled and experienced librarians throughout the region. Parenthetically, it might be pointed out here, also, that their salary scale (See EXHIBIT M , page 2) isn't commensurate with that of such paragons of multiple expertise as would be required to fit all of those demands! What's more, while the subject of what money will buy is before us, may we venture the subjective opinion that the sense of service which permeates every facet of PNBC is priceless. No bibliographic job is too hard for them to tackle, no request unimportant, no library too insignificant for their concern, nothing too much trouble for them to do to find what the member wants. Whatever PNBC lacks in efficiency - and all through this Report is the unavoidable suggestion that much is lacking - it makes up for in that rare and wonderful sense of devotion to service. This is a "fault" with which many librarians could well season their activities a bit! It is also a solid bedrock upon which a really effective agency can be built. PNBC has much more going for it in the job of molding service into efficiency than it would have if there were efficiency without a sense of service.

The elements of time and talent touched upon here form the basis for further observations and subsequent recommendations in the Section of this Report entitled, "A QUESTION OF PROGENY — THE RELATION OF PNBC TO PNLA," pages 19-22.

D. PNBC ACCORDING TO CLEMMER

Oregon's Participation in PNBC

The original plan for this 1968-69 look at PNBC was that Oregon and Washington would conduct surveys simultaneously. In fact, they started out that way with a joint planning session attended by research staff members from both state libraries. A coordinated statement of scope was drawn up. The first trip to PNBC was scheduled to be made together by the two analysts, Joanne Clemmer from Oregon and Lura Currier from Washington. At this point in October 1968, however, an important project in Washington library development with an imminent legal deadline which could not be sidetracked took Mrs. Currier temporarily off the PNBC Survey until several other matters could be resolved. Oregon needed to go ahead at once since this study was a segment of a comprehensive research program already underway by library leaders in Oregon and already staffed and funded on a constrictive time schedule.

Mrs. Clemmer proceeded with her study and completed it as planned. Oregon State Library published her Report entitled AN EVALUATION OF OREGON's PARTICIPATION IN THE PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER, in January 1969 as Library Research Paper 1-69.

So interesting was Mrs. Clemmer's approach, particularly the Opinionnaire, that this Analyst "borrowed" her Opinionnaire technique for use in determining membership reaction to PNBC in Alaska, Montana, Idaho and Washington. Tabulation of these opinions is in TABLE XVI and the Opinionnaire is reproduced in EXHIBIT Q.

It is urgently recommended that the entire Clemmer Report be studied in conjunction with this one. Since the plan from the very beginning was that the two surveys should complement each other, specific effort has been made herein not to duplicate the Clemmer work, except where repetition of statistical data is necessary for comparative purposes and for accuracy in all-over percentages. The time that has elapsed between these two reports made it possible to fill out the remaining months of 1968 in some of the Oregon calculations as well as to include some use figures for the first half of 1969. Addition of this later information will give an idea of the rate of current use continuing to be made of PNBC in Oregon as well as in the rest of the region.

So pertinent to the immediate problems facing PNBC are the findings of this Oregon evaluation, and so much has it to contribute to the full utilization of the material herein presented, that we are reproducing below two particularly significant segments of it, to facilitate their use in connection with this Report:

A. "Summary of Findings," Pages 1 and 2 of the Clemmer Report.

B. "Summary," Page 20 of the Clemmer Report.

A. "Summary of Findings" from AN EVALUATION OF OREGON'S PARTICIPATION IN THE PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER, by Joanne Clemmer.

1. Although the Pacific Northwest Bibliographic Center (PNBC) has engaged in a variety of services since its inception, at the present time its primary emphasis is on location and interlibrary loan assistance.

2. Oregon's members of PNBC apparently view the Center's services as desirable and essential. However, concerns have been expressed on these points: the amount paid in fees is often high in relation to the number of requests submitted; some libraries lend more than they borrow and yet contribute at the maximum fee level; service often seems slow.

3. Former members gave parallel viewpoints. All past members gave lack of funds or small usage of the Center's service as prime reasons for dropping their membership.

4. The amount of time elapsing between receipt of a request at PNBC and the date on which it is forwarded to the primary location averages seven days. In those instances when the time span is lengthy the difficulties seem to stem from: requests for materials of questionable legitimacy from the standpoint of interlibrary loan standards; inaccurate and/or incomplete requests; unusual subject matter; the filing backlog for the Union Catalog.

5. Of the more than two hundred libraries who are members of PNBC, approximately one-fourth are located in Oregon. During 1968-69, forty-nine Oregon libraries were members--representing 23 public libraries, 18 academic libraries, one community college, 6 special libraries, and the Oregon State Library.

6. Approximately twenty percent of all requests for location and loan service received by PNBC originate with Oregon members. During the last ten years the proportion of requests from Oregon's academic libraries has grown at a faster rate than those from public and special libraries.

7. Oregon has seventeen libraries whose holdings are included in PNBC's Union Catalog and, as a result, are called upon to lend to other members. It appears that the University of Oregon, Oregon State University, the University of Washington, and the Library Association of Portland bear the heaviest load of requests originating in Oregon and channeled through PNBC.

8. PNBC recommends that public libraries channel their requests first to the State Library; those requests not filled at the state level

may then be forwarded to PNBC. In this regard there might be benefits for all if the libraries of Oregon could utilize formal channels, coordinated statewide, for improvement of library cooperation.

B. "Summary" from AN EVALUATION OF OREGON'S PARTICIPATION IN THE PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER, by Joanne Clemmer

The Pacific Northwest Bibliographic Center does not function in isolation. Begun primarily as a tool for improving interlibrary cooperation for institutions within a relatively isolated region, it has grown through the years to become a major source of assistance in the flow of interlibrary loans and bibliographic data. Currently, it is one part of a variety of formal and informal networks stretching not only throughout the Pacific Northwest, but also linked to numerous other agencies across the United States and Canada.

Its existence, of course, is dependent upon financial and moral support from its members. It appears that although Oregon members have some sincere concerns regarding their local ability to finance PNBC's services, they also view these services as highly desirable and worthy of continuance.

Nearly one-fourth of PNBC's member libraries are located in Oregon. Likewise, Oregon libraries account for approximately 20 percent of all requests received at the Center for loan and location assistance. A far greater percentage of academic libraries are represented in this membership than are other types of libraries. Again, the academic libraries are submitting an increasingly greater percentage of requests than are public libraries. One of the most influential reasons for the latter situation may be greater direct use by public libraries of the Oregon State Library as their primary lending source.

It seems that about one-fourth of all requests for lending that originate in Oregon and are channeled through PNBC are for materials not held anywhere in the region. These requests are predominately for genealogical and historical materials. An additional third of these requests are forwarded initially to libraries within the region, but outside Oregon. The remaining requests--over one-third of Oregon's requests to PNBC--are for materials available within Oregon, but apparently the communication links which would convey this knowledge are not available. It would be interesting to compare a similar breakdown of percentages in a state where such communication is available.

E. PNBC ACCORDING TO CURRIER

Internal Operations at PNBC

Members of the Executive Committee of the PNBC Council have requested that the findings regarding the "household needs" of PNBC which were discussed with them orally during the course of this survey be included in the written Report.

While the battle that was lost for the want of a nail may be a fictional exaggeration, there is no denying - or avoiding - the close relationship of mundane, day-by-day operations to the conceptual aspects of service, use, purpose and direction.

One needs only to look at the Financial Summary, 1945-1969 (EXHIBIT N) to understand clearly that these comments are no more personal than dollars and cents are personal. A condition all too familiar to many persons long experienced in the practice of librarianship has been allowed to develop at PNBC, viz., the agency has become conditioned by poverty. So long has the staff done without what was needed that there has developed a syndrome of inefficiency characterized by the presence of expensive, time consuming "economies", and the absence of proper equipment, machines, forms, supplies and management tools. Any budget-making official of a library member of PNBC has a professional obligation to turn to the aforementioned Financial Summary in EXHIBIT N and note that the total amount spent in 24 years(!) for supplies has been $1,122.94 and for filing equipment $12.25. To observe that the Center has been a victim of neglect is to risk being offensive by stating the too obvious. The remarkable - even incredible - thing about PNBC is the spirit of helpfulness it has continuously maintained, the service it has rendered, the pride it has generated and the respect it has gained in spite of these limiting conditions under which it operates.

A. Re: Communication Facilities

Constantly through the returned questionnaires ran the question: "Why does PNBC not utilize teletype, telefacsimile, or some other form of rapid electronic communication?" The answer to this seems to be that the general operation of the agency is not geared to accommodate rapid communication until internal operations are speeded up. These internal changes should involve: 1) More efficient use of the present telephone facilities; 2) More rapid filing (It helps none for requests to come in faster unless they can be moved out faster!); 3) Elimination of arrearages; 4) Weeding of extraneous materials from the files. When these matters are cleared away, then consideration should be given to tooling up the agency for faster communications. The discussion below relates entirely to the necessity for using better those communication facilities which the Center already has at its complete disposal, viz.; telephone service and written communication via appropriate forms.

(1) Telephone Service

Telephone toll charges of $61.69 for 24 years says all that is necessary about the utilization of long distance telephone as a means of speeding up service!

The Staff makes virtually NO use of the SCAN lines that are readily available to it. The only appreciable use made of the telephone is to communicate with the multiple campus units of the University Library.

At present the only line into the PNBC office comes through the University switchboard and has an extension from the Secretary's desk to the Director's desk. Lines should be expanded and instruments placed so that at least one telephone could be used in conjunction with a table or desk where no one would be interrupted from his work to allow access to the phone.

Immediate training efforts should be made to condition the staff to the use of SCAN - and even long distance? - to speed up requests, report on certain locations, and transfer other simple information that would eliminate delays and bottlenecks at numerous points. The negative reaction to any suggestion that a more extensive use of the telephone be made is symptomatic of the syndrome in which the agency functions and has implications in the area of staff needs discussed below.

(2) Forms

One quite young PNBC employee, on the Staff less than 6 weeks, put this particular phase of the problem into its proper perspective with the artless candor of youth when she exclaimed:

"Why do we use this thing? Why don't we have a form that gives us the information we need? This just makes us waste a lot of money and time writing back and forth and the people have to wait too long to get their books."

The use of the standard interlibrary loan form is a seriously deterring factor in the operation of PNBC's location services; it should be discontinued and a more appropriate form drawn up. This form is awkward and complicated even for the purpose for which it was designed and that was certainly NOT for use in a bibliographic center! It does not contain space for the information which PNBC uses and needs. Even worse, it tends to limit the service of the Center to standard interlibrary loan practices. The question of differences between PNBC's services and standard interlibrary loan is discussed on p. 24-26 under Interlibrary Loan -- PNBC Style. To continue the struggle to adjust this inappropriate form for every single request that comes in is a serious drain on the Center's manpower. Of course, "it takes only a few minutes" but a few minutes - say 5 extra ones for each request - happen to amount to 222 full 8 hour days on 20,000 requests coming in during the course of a year. And that is 10 months of one staff member's time; 8% of the total current salary budget. A few minutes, indeed!

Of equal seriousness are:

a. The absence of any kind of pre-printed guides for checking places searched;

b. No appropriate set of books for fiscal records;

c. No printed forms for recording statistics, nor even a single place to record them.

B. Re: Arrearages

With monotonous regularity the recommendation has been made that there be a crash program to catch up with the filing and coding of the Center's records. (See Chronology of Concern, pages 13-17) This is no more than a tedious repetition. The best advice that we could find on the subject of automation feasibility in the course of this Study insisted that the Center should not be automated in its present condition, but rather that it should be weeded, filed and brought into shape to accommodate future automation. Serious thought should be given to the fact there is money in a surplus fund while daily work is bogged down because the arrearages in filing have not been eliminated.

There are widely different interpretations of the terms "arrearages." What is a serious delay in getting work into shape to support good service to one person may well be acceptable standard operating procedure to another. This Analyst regards any condition an arrearage which forces the persons filling requests to look in more than 2 files of cards (main and preliminary) to determine whether a title is in the region and in which of the contributing libraries it is located. Filing cannot be said to be up-to-date when searchers must consult:

1) the basic Union Catalog with locations coded on each card;
2) a supplement to this Union Catalog consisting of separate cards from each contributing library which can run as many as 35 cards for a single title;
3) an alphabet of new cards of holdings brought together to await interfiling in 2 above;
4) the new cards arriving daily from the contributing libraries which are to be interfiled in 3 above.

The solution to the problem of arrearages is not so simple, however, as just hiring enough people to catch up and keep up with the filing. While the entire question requires much deeper study than this survey can embrace, an examination of the data for the past fiscal year (1968-69) reveals that the Reporting (Contributing) libraries sent 269,137 cards to the Center to be filed while the Participating Members (Asking libraries) sent in requests amounting to only 17,511. Similar comparison for the past five years (1964-65 through 1968-69) shows 1,035,932 records of holdings against 87,301 requests. On a unit basis, therefore, the ratio for the past year was 15 to 1 while that for the total of the 5 years was 12 to 1. This is not a work load ratio, however, because of the difference in the amount of time consumed between filing and searching. A ball park estimate (and this problem certainly deserves - in fact, demands - a much more scientific approach) is that the ratio of filing to searching is more likely about 4 to 1. The rise from 12 to 1 for the 5-year period to 15 to 1 during the year just passed indicates that the situation is growing worse in relation of the growing number of cards that must be searched to the declining number of requests that are being received. A significant change in internal circumstances in any one of the states could bring about even further imbalance. An observation made by Mrs. Clemmer in her Oregon study of PNBC is a case in point, when she finds that "a sharp decrease in the use of PNBC by Oregon's public libraries coincides with issuance of the State Library's Master Book Catalog and it may be due to this simplified access to the state's collection that public libraries have evidenced a decreased dependence upon PNBC for location purposes."

Even if the 4 to 1 ratio should turn out to be an accurate guess, and the ratio were to continue the same, it is quite possible that a cost analysis would reveal greater efficiency could be achieved by putting more staff on searching, leaving the filing situation somewhat as it is.

PNBC has a consuming responsibility to come to grips with this particular phase of its operation immediately in face of the increasing demands for faster service and the imminence of great change within the several states where its member libraries are located.

C. Re: Routines

Certain conditions and procedures tend to slow down production, meaning delay in getting information to readers.

Among the conditions that contribute significantly to the forbidding time lapse between request and book is a too frequent low grade of professional expectancy. To put it another way, at both ends of the interlibrary loan operation there seems to be tacit acceptance of long delays with little question as to whether they are truly unavoidable. During one conference with a librarian great satisfaction with service from PNBC was based on this statement: "We always get excellent service from PNBC. They let us know what they have done with our requests within two weeks." (!) One wonders if a busy industrial engineer needing some data for a systems design would be equally enthusiastic about such service.

In addition, there are foul-ups in the routines causing delays, such as: 1) Bibliographic inaccuracies, incompleteness, and unavoidable variations among different authorities; 2) Typing errors; 3) Irresponsible use of the meaningless term "rush"; 4) Failure of libraries to send in withdrawn records; 5) Penchant on the part of the bibliographers for every tiny bit of information to be included regardless of its usefulness in identifying the document.

Bibliographic carelessness should be attacked in some vigorous and systematic way and even though it can never be eliminated improvements can be made through training, communication, and discipline. To the degree that it is a deterring factor in getting materials to readers it is a serious problem that needs attention. A careless failure to read proof on requests that ties up a searcher two hours is a major--not a minor--offense to all other PNBC members.

D. Re: Statistical Records

With performance measurement adding a new scientific dimension to budget making everywhere that library service is beginning to receive more nearly adequate funding, it is important that PNBC set up a statistical program that will furnish reliable background data for such measurement. There are some serious items of information about the operation of the Center that are not being recorded and without which cost benefit analyses can never be made. These statistical needs relate to such matters as:

1. The fact that no date is recorded when requests arrive at the Center, leaving any idea of turn-around time to conjecture and making it impossible to fix any points of undue delay;
2. The disproportionate amount of record-keeping in some phases of activity in contrast to the complete absence in other phases, e.g;
    a. There are no records of any kind showing to whom requests are sent, therefore, no way to determine to what extent the loan load is equally divided;

    b. Most loaning libraries are equally remiss in keeping PNBC related data, hence it is virtually impossible to weigh the impact of the Center on any given library;

    c. There is no record kept of any final disposition made of requests; hence, it is not possible to measure the degree of satisfaction rendered by the Center, to evaluate its performance, or to plug up any leaks in its routines; all reports released by the Center carry only the number of requests received with no data of any kind kept on those unfilled, making it virtually impossible to do any remedial work in upgrading service;
3. The absence of any feedback to member libraries in areas that might be of assistance to them in building collections to alleviate shortages, in acquiring more bibliographic efficiency, etc.

E. Re: Staff Needs

As conditions exist at present, no one can possibly tell of what "enough help to keep the program of service moving at an acceptable pace" would consist. What seems to be suggested here is that there is not enough data on work loads to determine what a really adequate complement of staff would be. The first priority to upgrade performance in the interest of speeding up service should be directed toward a crash program to eliminate the arrearages and to determine present work loads. A few days of policy determination and procedure setting, in consultation with the Director, by an expert in management routines and some extra hands are all that would be necessary to get this rolling. There seems to be little necessity for any other attempts at work simplification until this is taken care of.

It is at this point that we suggest the Executive Board delay further implementing its decision to hire an Executive Director.

No one is so well qualified as the library leaders of the Northwest themselves to determine what course PNBC should take. A combination of the planning going on in each state plus the information now available about PNBC itself presents an adequate form with which PNLA can mold this organization to suit the best library interests of the people in the Northwest.

The management problems, important and urgent though they be, are not of the proportions in an organization of this size to require the full services of the kind of person qualified to handle them. The total budget is not large enough to support with travel, supplies and equipment what such a person would generate. We believe it would be far better to seek temporary help as suggested above to implement improved procedures and use the money that would have to go into an expert's salary to get some of these simpler yet obvious tasks out of the way. Once the arrearages are eliminated, some needed equipment is secured, proper forms are put into use, work simplification is accepted, and already available communications are utilized to speed up service, it will then be time to face the question of what type administrative leadership the agency needs and can afford.

F. Re: Membership Fees

Since this Report carries such an emphatic recommendation that the whole policy of support be changed it is hoped that any comment on the problems that exist in this area amounts to a waste of time. However, some attention to the inequities that exist will give further evidence of the need for basic changes in the method of financing PNBC. There is at present no time of year set for payment of dues and no service cut off date, leaving it possible for a library to get service a full year while the question of whether its dues will be paid hangs in abeyance. The policy regarding minimum payment is not strictly enforced. Examination of the fiscal records reveals violations in these two respects that represent unfairness to those libraries who pay their fees according to the prescribed formula.

G. Re: Materials

To utilize the rich bibliographic resources of the University of Washington for its members is the most compelling reason for PNBC to be at the University and the contribution thus made by the University to the libraries of the region is immeasurable. However, for PNBC to depend solely upon the bibliographic tools of the University without duplicating any of them in the interest of efficiency and speed is to exercise false economy. Even the University itself often deems it expedient to duplicate a much used tool when the cost of the second copy is offset by saving staff members from traveling from one floor to another every time they need to use the particular tool. For PNBC to own virtually nothing in the way of the simplest, most often needed materials and spend excessive staff time going from place to place in the University Library is a practice that needs detailed time and motion study.

H. Re: Furniture, Equipment and Supplies

Before any comment is made on this subject may we state most emphatically that nothing herein is to be interpreted as criticism of the University of Washington. On the contrary, there is nothing but praise of the University from this Analyst for the unbelievable generosity which has characterized three decades of continuous contribution to PNBC. To help get PNBC started when there was nothing to establish or maintain it was one thing; to continue assuming sole responsibility for its housing and equipment is something else again. The idea, apparently taken for granted, that the University must furnish whatever working tools the Center has is indefensible. There is grave doubt as to the wisdom of a service agency's building up a surplus at the expense of proper equipment to enable that agency to render better services.

At this point in time there is no thought that the Center should move from the University. The relationship is too mutually beneficial to suggest that; and every indication is that if the Center were to be expanded to meet the recommended broader objectives, the proximity of the two might be even more desirable. To duplicate the rich University resources in personnel and bibliography would be not only expensive but impossible. What is being suggested is that the Center pay its way, compensating the University on a business-like basis.

The Center occupies prime space in a building seriously crowded for the University's own programs. Its quarters are spacious, attractive, and comfortable. The furniture is very good and most of it relatively new. But it does need several labor-saving devices, among which are:

1. An electric typewriter
2. A Xerox, or similar, photo copying machine
3. Facilities for quick multiple copy reproduction (stencil or fluid process)
4. Appropriate rubber stamps
5. Addressing equipment
6. Appropriate supply storage drawers, bins, etc.
7. A postage machine
8. Dictating (recording) equipment
9. Shelving designed especially to hold the volumes of the National Union Catalog.
10. Suitable cabinets for housing cards and forms, including:
    (a) A card cabinet of standard library design to replace the cardboard boxes now being used to store the new cards coming in from the contributing libraries;
    (b) Filing trays that accommodate whatever request forms are used.

(The University of Washington's Interlibrary Loan Department and the Denver Bibliographic Center have several well designed, useful pieces of equipment of the type suggested above which should be examined.)

There is an additional aspect of the space-equipment question that often has serious consequences for service agencies. That is the tendency to make serious far-reaching policy decisions on the basis of the frustrations caused by the lack of space and/or equipment. This may result in destroying valuable, irreplaceable records because there is no space for them; it often results in hiring additional staff at much more money than proper equipment would cost to enable those already employed to produce more with the same effort. To save the cost of a card catalog case is not alone sufficient reason to throw away an accumulation of decades of useful bibliographic information; to save four or five hundred dollars in filing equipment or even $200 a month lease on a Xerox machine is hardly preferable to hiring another $4800 a year clerk or a second $5052 a year secretary-typist.

CHAPTER XI

"TO BE, OR NOT TO BE ..."

These Are the Questions...

"TO BE, OR NOT TO BE ..."

Improved or left to die on the vine? Expanded or abandoned? Redirected or relinquished? Computerized or memorialized?

The choices facing those responsible for PNBC seem to be as drastic as suggested in these rhetorical questions. Nothing remains static; either it progresses or regresses. PNBC is certainly no exception.

Observation and study of this organization over a period of a year indicates that the answers to the questions posed above are: PNBC should be improved, expanded, redirected AND computerized, even though the latter is for later.

Improvement. There is widespread indication that the services now being rendered by PNBC are important and appreciated. There is evidence, too, that if its present functions moved more rapidly much more use would be made of the Center. It can and should do what it is doing more efficiently. Until implementation of the proposed networks become reality there is an important "stand-by" function for PNBC that has much to contribute to the development of the networks in experimentation and in maintaining a service so excellent as to condition the public for acceptance and utilization of the more sophisticated services when they become operational.

Much of this "improvement" is relatively simple and need not await some millennium of fiscal sufficiency or organizational perfection. Neither the recommendation for changes in PNBC's concept, direction, program, or organization, nor the present rejection of the notion of computerizing its manipulation of data should delay or hinder its giving immediate attention to its many urgent problems of internal management. Whatever shaping-up does take place will be that much progress toward the Expansion and Redirection phases of its future.

Expansion. The psychological factors, as well as the actual practice, in working together are so strong in PNBC and its "parent" PNLA that the Center provides an excellent nucleus for coordination of many aspects of library service that lend themselves to regional action. PNBC should return to many of its original concepts of leadership and begin to serve as a focal point for doing those things which can best be done on a broad, regional scale. At this point it might be helpful to turn back to the Introduction of this Report and re-examine the "way it proceeded to fulfill its mission" before it receded into an interlibrary loan operation. The highly motived, service oriented vision that conceived it and the tremendous investment that has been made in it should not be lost; rather they should be expanded into a base broad enough to support a truly viable instrument for the retrieval of knowledge.

Redirection. The Expansion suggested above must take new direction. Its services must become more appellate than original, serving as a "higher court" for location, reference, and other bibliographic services. This requires that it be at the apex of a pyramid of states where the referral needs of each component are funneled into a true switching center when they cannot be satisfied at the state level. Its liaison capabilities need to be fully developed; its attention turned more to coordination than to initiation. Thus it will become a strong link in the chain of national and international networks.

The responsibility for much of what it now does will revert back to the states, freeing it to expand to its new dimensions. There is a possibility that once it does reach these new dimensions envisioned herein it will not even be recognizable as PNBC is now known.

The potential of PNBC as an effective coordinating force is clearly discernible in the Cassandra-like voices of those who are warning librarians of the need for interface (used here to mean the point at which communication takes place) between them and the reference communities they propose to serve. In a report to the National Advisory Commission on Libraries in 1967 System Development Corporation (Technology and Libraries) made very plain that technological advances in information sciences made coordination imperative. As late as February, 1969 Nelson Associates, Inc., warned New York State (Interlibrary Loan in New York State, page 194):

> "If interlibrary loan programs in New York State are to grow in orderly fashion, for the sake of cost efficiency if for no other reason, then recent developments indicate that a systematic study of the interfaces between the different ILL networks, informational retrieval systems, and the public served by each of them is needed."

These recommended interfaces will not just happen. Some agency or organization must believe in the importance of this phase of library development, must be aware of the imminency of coordinating the activities in this area, and must assume responsibility for seeing that both development and coordination take place in the Pacific Northwest in "an orderly fashion." If this was essential to New York in February 1969 it is certainly no less essential to the Pacific Northwest in December of the same year!

Computerization. The PNBC should be fully automated, including computerization—but not now!

It is, of course, unthinkable that informational service in this age of moon travel could be rendered satisfactorily through the snail paced methods of a manual typewriter, hand written forms, and communication limited to labors of letter writing and eccentricities of the postal service.

During the course of this present study, Joseph Becker and Robert Hayes examined the Center to determine what seemed indicated currently in the way of automation. It is Mr. Becker's opinion that "work simplification, not mechanization, is the answer to PNBC's immediate problems." Prior to any consideration of automating the records of the Center these specialists believe the functions of PNBC should be clearly stated and then that all records which do not contribute to that stated function(s) should be eliminated. They expressed concern that the present records of PNBC contain much information (many cards, that is) which actually do not lend themselves at all to the basic function of the Union Catalog, which is to locate materials in the libraries of the Pacific Northwest. The emphasis should be put, they feel, on getting the records—and only those which denote specific locations of materials in the Pacific Northwest—into a single file (or at the most, two files, with one being a preliminary one into which new cards may be added as they are being prepared for filing in the main file).

Other considerations than these housekeeping details suggested by Mr. Becker make it unfeasible to place automation as an immediate priority for the Center. They include:

1. The current use being made of its facilities is not sufficient to warrant electronic manipulation of records; (19,368 requests in 1967-68; 17,511 in 1968—69);
2. There is not enough money under the present system of financial support to operate the Center, much less automate it (EXHIBIT M);
3. There are too many Pacific Northwest libraries whose holdings are not in PNBC to make effective its automation as it is now constituted; also, more kinds of materials should be included;
4. None of the states in the region are far enough along in their internal development under Title III to know what the exact nature of PNBC's automation should be;

5. Events on the national scene, too, are in a state of flux making a "wait and see" policy advisable; automation should await further developments in the National Union Catalog and the Retrospective Catalog Conversion Project of the Library of Congress.

The question, regarding Item 1 above, has been asked: "How many requests are enough to justify electronic manipulation?" This Analyst does not know how many are enough but she does know that 20,000 are not enough. The obvious need is to bring together enough traffic to justify a highly refined technological approach to handling it. Since other Union Catalogs are confronted with the same problem it is suggested that contacts be made with some of them to see if it is possible to pool an economically feasible amount of computer based location data. Specific contacts might include especially Rocky Mountain Bibliographic Center for Research at Denver and the California State Library in Sacramento.

Literature on the subject is replete with support for Item 5. In recommendations to the state of New Hampshire, Arthur D. Little, Inc., warned: "We do not recommend that you proceed with implementation of any form of centralized ordering, cataloging and processing until MARC tapes are fully operational." They might have included converting to machine readable form any existing bibliographic records for location purposes in their list of immediate "no, no's." They did go on to say: "If interlibrary loan increases sharply, as we think it will, it will be necessary to utilize the services of a computer, treating interloan as a circulation control system." Their further description of such a delivery system merits examination by those who will be confronted with implementing any recommendations for PNBC's future.

CHAPTER XII

SUMMARY OF RECOMMENDATIONS

SUMMARY OF RECOMMENDATIONS

1. Having established PNBC and given it professional sanction, sponsorship and encouragement for 30 years, PNLA should now divest itself of any legal, financial or administrative responsibility for it, thereby setting the Center free to assume new dimensions, to establish a broader base of financial support, and to change its organizational and operational patterns.

2. In charting a new course of action, PNBC should give consideration to these possibilities, among others:

   a. Having by now become little more than an interlibrary loan service, the Center should return to the broader objectives set forth by its originators whose forward looking concepts envisioned it as "an agency of regional cooperation, both to facilitate the exploitation of existing resources and to foster their future growth;"

   b. It should become a regional supplement to cooperative library systems being currently developed in each state; and it should serve as an instrument of regional cooperation among these library systems which encompass all types of libraries;

   c. It should become the switching center for interlibrary loan AND reference services, which will have been channeled to it through the different state systems;

   d. It should serve as a point of contact for all national and other networks which need cross-grid, liaison facilities in their involvement of Pacific Northwest libraries;

   e. The question of identification, location and storage of last copies and seldom used material should be re-opened and a program whereby PNBC is the instrument for taking care of these types of materials should be worked out;

   f. Plans should be formulated to give subject access to the Center's bibliographic information;

   g. Location information should include more and different types of libraries and a broader scope of materials;

   h. It should provide a focal point for a coordinated regional statistical program.

3. Rather than being dependent upon volunteer, individual memberships, the Center should be financed by the states (provinces) through their state (provincial) library agencies with pro-rating of costs being based on POPULATION of the separate states in proportion to the total population of all the participating states.

4. Under the recommendation in 3 above, PNBC should be so reorganized as to place responsibility for its government and operation, in addition to its financial support, in the joint hands of the participating states. This should be achieved through some form of a board of directors selected on these principles:

a. That each state be represented;

b. That the representatives be persons so officially connected with the several states that their time and talent are paid for by their agencies, thereby assuring that properly qualified people will have sufficient motivation and time to give to the duties and responsibilities attendant upon guiding PNBC.

5. The professional interest of PNLA in PNBC should be intensified rather than lessened; should become actual rather than theoretical. This should be achieved through the creation by PNLA of a vehicle such as an Advisory Council to the Board of Directors, such Council to represent the broad and total interests of libraries in the Pacific Northwest. Appropriate and effective liaison links should be forged between this Advisory Council and the Board of Directors.

6. Insofar as present circumstances indicate, PNBC should remain at the University of Washington, subject to the provision in 7a below.

7. Whatever form or structure PNBC assumes, its budget should be increased in order that:

a. It shall be fully and completely supported, thereby relieving the University of Washington of the unconscionable financial burden it bears in housing, equipping and servicing the Center;

b. The present activities can be carried on at a faster and more efficient level;

c. That there will be fiscal room for planning activities and study projects to help chart its future course, with emphasis on personnel and travel to enable the Center Staff and its Board of Directors to keep parallel pace with developments taking place in the several states.

8. The relationship among the members of PNBC, joined together through membership agreements and fee assessments, is not the same as that of unrelated libraries. Many of the limitations of the National Interlibrary Loan Code, therefore, should not be imposed upon transactions within PNBC without some adaptations along the lines of those suggested by the "Model Interlibrary Loan Code for Regional, State and Local or Other Special Groups of Libraries" recently prepared by ALA as a complement to the National Code and currently being used intra-state in some areas of the Pacific Northwest.

9. The holdings records in the Union Catalog should be kept intact until long range decisions are made as to final disposition of the Union Catalog. There should be no further erosion of the Catalog either by sending the only copy of the records to the NUC for inclusion in its yet-to-be-published volumes, or by removing the cards for those titles which have been entered in the published volumes of the Pre-1956 NUC.

10. Since the operations in which an agency like PNBC should be engaged lend themselves most appropriately to electronic manipulation, any future plans for the Center should include that type of automation for some aspects of it; however, it is not feasible to automate its present operations to the extent of computerization because of these circumstances:

a. Current use being made of its facilities (19,368 requests in 1967-68; 17,511 in 1968-69) is not sufficient to warrant electronic manipulation;

b. There is not enough money available under its present system of support to finance even the simplest forms of automation, much less sophisticated electronic devices;

c. There is need for much foundation work on PNBC's current routines and operations in the simpler areas of automation (electric typewriters, business machines, filing tools, reproduction and copy equipment) as a preface to the installation of complex hardware of electronic manipulation;

d. The cooperative system in each state is now in such a formulative stage as to make impossible a decision as to what technology would be compatible with the different systems;

e. The files of PNBC now contain too many cards which contribute nothing to information for locating materials in the region. Before automation is undertaken, these cards should be weeded from the files; in fact, they should be weeded forthwith;

f. There are too many Pacific Northwest libraries whose holdings are not in the Union Catalog to make effective the automation of it as it now is constituted. Likewise, limitation of kinds of materials listed weakens value of automated records;

g. The advent and experimental nature of national bibliographic projects, such as the Pre-1956 National Union Catalog and the Retrospective Catalog Conversion Project of the Library of Congress, coupled with the headlong advances of technology, suggest that more observation would be wise before deciding to computerize the existing records of PNBC.

11. Long before there is either traffic enough to justify or money enough to afford computerization of records and sophisticated electronic transmittal of data, there are means of improved communication available at hand that should be utilized at once.

12. Wherein present use being made of PNBC does not justify full automation of its operations, it is suggested that contacts be made with the Bibliographic Center for Research in Denver and the Union Catalog of the California State Library in Sacramento in order to see whether joint agreements might be worked out with them for developing economically feasible cooperative storage of computer based location data. Also, it seems advisable to explore possibilities for formulating working arrangements with the Center for Research Libraries (Chicago) and similar facilities for cooperation among libraries.

13. PNBC should tackle its members' bibliographic incompetency and/or carelessness with a planned training program going beyond a written manual into staff work with groups and individuals; it should make provision for its staff to attend institutes and conferences; it should participate actively in the training plans and programs now being formulated throughout the Pacific Northwest under the auspices of PNLA and WICHE.

14. PNBC has a tremendous potential for exciting the public imagination over library service and a definite, deliberate program of public relations should be developed to capitalize on this; its contribution toward the elimination of barriers to library cooperation should be recognized and used as a basis for eliminating even more of them.

15. This general recommendation that the internal operations of PNBC be overhauled and upgraded involves these specific suggestions for employing up-to-date management techniques with emphasis on work simplification:

a. That needed pieces of equipment be purchased to facilitate the work; that these be exactly the right kind, carefully selected after extensive examination of what is available on the market which has been designed to accommodate these specific needs;

b. That a complete statistical program be set up providing needed data on receipt and disposition of requests, nature of materials requested, work loads, etc., and that appropriate forms be devised for easy and clear recording of this data;

c. That a more appropriate request form be designed and that such other forms as will expedite work be introduced;

d. That immediate steps be taken, even to the point of expending accumulated savings, to process the Union Catalog arrearages on a crash basis;

e. That PNBC discontinue the discrimination which is being exercised by the arbitrary decision to forward all unfilled requests from academic institutions automatically on to possible sources outside the region while delaying those from public libraries longer by further correspondence with the requesting library; that public libraries assume their part in correcting this by ascertaining from the reader at the time of request if there is any reason search should be stopped short of obtaining the material, whether in or out of the region.

f. That a simple bookkeeping system be set up to include all PNBC's financial records and that clerical help be secured to take this responsibility off the Director;

g. That so long as PNBC operates under its present organizational structure, the by-laws be strictly adherred to and the policies of the Center be equally applied to all members.

CONCLUSION OF PART ONE

CONCLUSION

It is obvious by now that the PNBC portion of this SHARING RESOURCES IN THE PACIFIC NORTHWEST is scarcely more than a compilation and reshuffling of all the suggestions that have been made for 30 years as to what should be done about expanding the services of PNBC so that it might become what it originally set out to be rather than what it has turned into, viz., an interlibrary loan office.

Our hopes for it run in two channels: first, since it has become nothing more than an interlibrary loan office - a much needed facility - may it become a much better one; and second, that it shall indeed become all that it ever set out to be and all that changing times need it to be.

The Pacific Northwest Bibliographic Center is eminently suited in history, climate and spirit to become the switching center - and more - for the cooperative library systems now being developed in each of the states comprising the Pacific Northwest. It remains only for the structure, management, technology and finances to catch up with that history, climate and spirit of cooperation on a regional basis among different types of libraries which was a viable fact more than a quarter of a century before cooperation became a library household word or before the inadequately funded Title III was even a piece of legislation.

"If we do not have it we will get it for you" has long been the cherished dream of librarians in the Pacific Northwest. Their Bibliographic Center, imaginatively expanded, properly financed, electronically equipped and efficiently managed can be an effective instrument for giving reality to that dream.

PART TWO

Interlibrary Loan Practices Among the Libraries of the Pacific Northwest

INTRODUCTION

Interlibrary Loan Practices
Among the
Libraries of the Pacific Northwest

For each librarian to bring his own particular performance into the high level orbit of the regionwide philosophy of "If we do not have it, we will get it for you" requires utilization of many libraries, agencies, and facilities as well as the exercise of much skill, ingenuity, and imagination. Part One of this Study examined in detail PNBC, the largest and most historic of the means for getting materials for readers in the Pacific Northwest when one's own resources cannot supply them. Part Two will look at some other means that have been employed by the energetic and ingenuous of the region's librarians. It will also reveal, through statistics which it analyzes, some data to indicate that all librarians have not yet measured up to what the citizens who support library service have a right to expect from them in the way of meeting informational needs.

To augment their local book collections libraries of all types have resorted to many devices, among which are: Strong state libraries with reference personnel and supplementary book collections; local public library systems (regional, county, federated, etc.) where there is cooperative sharing of resources legally or informally; and associations consortia, and leagues of various kinds through which libraries in independent jurisdictions and institutions cross over those lines to use each other's materials, sometimes with financial arrangements, sometimes without.

Some examples of these cooperative arrangements are discussed briefly below, while the function of a state library in its responsibility for supplementing the resources of its state's libraries and supporting the state agencies and governmental functions is dealt with in more detail on pages 147-171.

Association of Research Libraries. "By cooperative effort to develop and increase the resources and usefulness of the research collections in American libraries" is the formal, stated objective of this group of the nation's largest libraries, academic and special. Four of the 85 members of this Association are in the Pacific Northwest: The University of Washington, University of Oregon, Washington State University and the University of British Columbia. In the ranking of its members made by the Northwestern University Library, the University of Washington was 24th in size of book collection, Oregon was 53rd, Washington State 55th, and British Columbia 57th. Three of these four research institutions have their holdings listed in the Pacific Northwest Bibliographic Center, making their resources available to all members of the Center. Their generous loaning policies make richer each library in the area by the total volumes listed at the end of 1967 in these four libraries -- 4,423,724.

Other Academic Groups. Colleges and universities in the Pacific Northwest area are affiliated with other cooperative efforts including a new Consortia of Western Universities and some association with the Midwest Center for Research. "Pressures on research are so great," says Associate Director of the University of Washington Library Kenneth Allen, "that something just has to be done to meet the demands which are growing tougher all of the time. Our interests are being more and more allied with institutions beyond the territory of this region whose responsibilities are similar to ours."

Six state institutions of higher learning in Washington have drawn up a RECIPROCAL LIBRARY PRIVILEGE POLICY which is reproduced in detail in EXHIBIT J. Various groups of the community college librarians meet frequently to make a cooperative attack on their problems of insufficient materials.

Pacific Northwest Regional Health Services Library. Among the most exciting and user-rewarding of cooperative developments is the Pacific Northwest Regional Health Sciences Library, an expansion of the Health Sciences Library of the University of Washington into regional scope embracing Alaska, Idaho, Montana, Oregon and Washington. Following the July 1968 announcement of a grant by the National Library of Medicine of the National Institutes of Health from funds provided by the Medical Assistance Act of 1965, the Library began operation on its expanded scale October 2, 1968. (A copy of the official Announcement is reproduced as EXHIBIT T in order that more details of this highly significant event in library development in the Northwest may be convenient to those evaluating full regional facilities for getting information to people.)

In a report to PNLA members in the Spring 1968 QUARTERLY, Associate Director James E. Ekendahl outlined the three faceted structure of this expanded service: 1) Interlibrary Loan Division, which offers photocopies of original items on what Mr. Ekendahl terms "nearly automatic response to properly prepared request for specific identifiable items;" 2) The Reference Division providing the normal reference functions of locating and/or preparing bibliographies for health professionals; and 3) MEDLARS (Medical Literature Analysis and Retrieval System) through which the Pacific has access to the world's largest computerized biomedical information storage and retrieval system.

Mr. Ekendahl explains the operation of this third division of PNRHSL in this way: "MEDLARS is designed to store, analyze, and retrieve bibliographic citations from the vast range of biomedical journal information at the National Library of Medicine. More than a million citations are stored in the MEDLARS memory bank and 200,000 entries are added each year. The system encompasses more than 2,400 regularly indexed journals, with 38 languages represented. Two specially trained search analysts at PNRHSL convert each request for information into a program consisting of symbols, terms, and logic with which the computer can operate. This program is then entered into the computer's data files to retrieve citations to complex reference questions."

There are some characteristics of this program that distinguish it from PNBC and other interlibrary loan facilities in the region, among which are: 1) Its Federal financial backing; 2) Its link with a highly developed, "well-heeled" national program; 3) Its preoccupation with speed and its driving sense of urgency in providing its services; 4) Its utilization of technology; 5) The importance it attaches to public information; 6) The fact that it has a combination of a location service and materials themselves from which to provide actual documents (or copies) rather than being limited to information about where it can be found.

In these differences in circumstances, approach, and facilities there are guidelines that will be useful to PNBC if and when it launches out on a restructuring of its agency.

Use in Relation to Quality. The spectacular growth in use of the Health Sciences Library under the impact of technology, speed, publicity, and a national hook-up has made a significant point for all concerned with interlibrary loan. It has to do with the amount of traffic in interchange of resources among libraries.

On pages 125-127 of the Report is the emphatic statement that there is not enough present use of PNBC, nor of the entire spectrum of present interlibrary loan, for that matter. This is true under present circumstances. However, experiences of PNRHSL and other stepped-up activities have shown that when facilities are available for rapid and certain obtaining of information great use will be made of them. The object lesson is clear: "People are going to get information. The market is here. If libraries tool up to meet the challenge, they can capture it. If they do not, somebody else is going to."

At this point some librarians retreat into the stacks and say: "Then, let somebody else do it." Getting information is too expensive an operation for society to pay for it twice: once to librarians to collect and organize it; a second time, to some other group to re-gather it and deliver it to the user. Information systems have to get their input from somewhere and at this point in history that is libraries. Society has made an investment in these libraries - albeit an insufficient one - in materials, personnel, expertise, and experience and it has a right to expect a reasonable return. "Reasonable return" in this case is free, easy and rapid access to what it has bought and paid for.

This is what the high level network concerns are all about. It is also what motivates the simpler activities of getting materials for people which are analyzed in the pages following.

Sources of Interlibrary Loans. The discussions have shown that there are many different paths by which libraries attempt to gain *access to information* which Swank defines as "the knowledge of existing books and information and the ability to get hold of them." Just how do Washington libraries "get hold of them?"

TABLE XVII shows the number of books borrowed by public libraries in Washington and the relation of that total to PNBC and to the State Library. More than half of all the books borrowed come from the State Library, while neither PNBC nor the State Library was able to supply 22.89% of the wanted titles. What does this say for access to the resources of the State? One of several things, among which may be:

1. There are not sufficient books in Washington State to supply the informational and intellectual needs of its population. (A study of the Bevis Report in which an exhaustive study was made of the state's book resources reveals great gaps in information both as to amount and kind.)
2. There is not wide enough knowledge of the location of the resources that are available. (It has been said of another state: "We have two problems; first, we do not have much; and second, we do not know where what we have is." *Much* is relative; the State's total resources may sound impressive until one sees the unfilled requests in every library and at every level of operation. *Where* is another problem.)
3. Libraries may be asking to borrow books which they should be purchasing. (There may be training implications here.)
4. Libraries should be working out mutual arrangements whereby their resources might be more easily shared, even on an informal basis. (It doesn't all have to await the arrival of the computer. The best computer of all - the human brain - is fully available and should be used to devise ways to secure more of what is needed.)
5. The 52% via the State Library and the 25% via PNBC indicates that at this stage of location information both facilities are needed and that even between them they are still leaving a 23% gap.

TABLE XVII

SOURCES OF INTERLIBRARY LOANS
AMONG
WASHINGTON PUBLIC LIBRARIES WHO BELONG TO PNBC

Calendar Year 1968

This Table involves 57 Washington public libraries*, members of PNBC, selected for comparative and analytical purposes.

In their annual reports for 1968, these
libraries showed the Total Number
of Volumes borrowed to be. . . . . 22,230 volumes

Of this number, they requested
from PNBC a total of . . . . . . 5,473 requests*

The Washington State Library records
that it loaned to these public
libraries directly from its
collection a total of. . . . . . 11,669 volumes

representing a percentage of . . 52.5 %

To satisfy, therefore, their recognized
and stated needs, the libraries
received from the combined resources
and information of the State Library
and PNBC a total of. . . . . 17,142 volumes

representing a percentage of
all books borrowed of. . . . . . 77.11 %

It was necessary for them to seek
from other sources a total of . . . . 5,088 volumes

representing a percentage of . . 22.89 %

*The deviation in these two sets of figures showing number of members and number of requests is caused by late PNBC membership in 2 cases, irregularities in sending in annual reports, and the status of Timberland Regional Library as a demonstration in the year 1968.

CHAPTER XIII

STATISTICAL PROBLEMS

STATISTICAL PROBLEMS

I. The Nature of the Question

Measuring library service is difficult at its best; without clear, accurate, meaningful records it becomes impossible. Budget officers, appropriating authorities, donors, and agencies making grants all demand information based on figures that stem from common definitions and accurate recordings of comparable data. Far too little is known of library costs; there are too few accurate price tags. Interlibrary loan certainly comes in for its share of vague ambiguities that leave planners, researchers, and budget analysts with little more than conjecture to build on.

This survey has required bringing together data from a wide variety of libraries at 3 levels: local, state, and regional. The frustrations of trying to get the figures to "add up" point out the urgent need for a regional attack on the problems of statistics with all components from the smallest library units up through the states built into a coordinated program of accurate, useful record keeping. This is not to suggest that we need more records, but rather that we need better ones; not that we need to spend more time on gathering statistics, but more on getting uniformity.

The "cart before the horse" situation that so generally characterizes library records should be completely turned around. A library agency keeps records. Any employee involved in the task, usually tacked on to their other duties, will insist that it keeps plenty of them - as indeed it probably does, insofar as quantity is concerned. Then, the agency comes to the point where it needs a study of some sort to determine new directions, or it needs to convince its supporters that it should have more money. It hires specialists in research, analysis, systems management to build a case for it. They turn to available records. The data the institution has kept is not the right kind. The specialists must make whatever deductions they can from the weak support of these inadequate records. When this particular study is completed, the specialists leave and the library goes back to its traditional records to await the next need for which they will be equally inadequate. It does not have to be that way. There is no really valid reason that the kind of records needed could not be determined before they are gathered rather than after. There has been enough analytical work done recently in libraries for definite, clear patterns of statistical needs to begin to emerge. One of the valuable by-products of any library research should be the lessons learned from it in regard to what the researchers needed that they did not have. Indeed, it might not be too much to require in their contracts that one phase of their reporting include a summary of "What we needed to know but didn't." (See also page **116, "Statistical Records"**)

This problem is by no means new. In fact, its antiquity - and perhaps its eternity - is its most discouraging aspect. Martin Kroll said on page 35 of his Report to the Ford Foundation during the course of the Library Development Project: "Operationally, we must have more uniform statistics." The extent to which Mr. Kroll's needs have not yet been met can be seen from the presentation on the pages following of experiences in attempting to put pieces of the statistical puzzle together for this Study. It is submitted in the hope that it will serve as an illustration of the much broader problem of library records and that it will buttress the recommendation that PNBC shall provide a focal point for a coordinated regional statistical program.

II. Some Missing Pieces

57 public libraries in Washington State (See Table XVII) who also belong to PNBC submitted records complete enough to be involved in a comparative analysis to determine the degree to which statistics gathered at different levels fit together.

3 levels of statistical gathering were brought together:

A. The libraries' annual reports;
B. The State Library's records of activities involving those libraries;
C. PNBC's records of its involvement with those libraries.

Libraries secure materials which they do not have for their readers from 3 sources:

A. Washington State Library;
B. Other libraries via PNBC;
C. Other libraries through various direct methods of contact.

For 1968 these records were available:

1. The local libraries reported the total number of books they borrowed from all sources;
2. The State Library kept a record of the books loaned to each library;
3. PNBC kept a record of the requests they received from each library.

In spite of the obvious holes in these 3 records that keep them from dove-tailing together exactly, one would expect to get from them, when put side by side, a fairly clear picture of borrowing practices. But it didn't work out quite that way!

ANALYSIS NO. FOUR

Statistical Problems

In 31 out of 57 libraries the records show LESS books in the "Total Volumes Borrowed" than a combination of those loaned by WSL and those requested from PNBC!

1 Total Books Borrowed	2 Loaned By WSL	3 Requested from PNBC	4 Sum of Columns 2 & 3	5 Column 4 Less Column 1
5,387	4,053	2,551	6,601	1,214

If these figures are accurate at all 3 levels where they are compiled, they are saying:

(a) No books were borrowed from any sources other than WSL AND PNBC;
AND
(b) PNBC failed to provide as many as 1,214 out of the 2,551 (48%) which these libraries requested;
(c) Of all the books these libraries borrowed, 75% of them were provided by the WSL.

It is not reasonable to assume that NO Books at all were borrowed from any sources other than WSL and PNBC. The response from these libraries on the questionnaires does not support this. However, there are no records to show from whom else they did borrow books - if indeed they did.

There is no evidence to show that PNBC fails by 48% to fill the requests made of it by these libraries. Again, however, there are no records at PNBC to refute it.

Over in the other corner of this statistical postulatum are figures almost as puzzling from 26 libraries (of the 57 whose total Volumes Borrowed showed MORE than the total of those from WSL and PNBC.

1 Total Books Borrowed	2 Loaned by WSL	3 Requested from PNBC	4 Sum of Columns 2 & 3	5 Column 4 Less Column 1
16,293	7,162	2,826	9,988	6,305

If we make the same assumptions about these records as for those above, we can then theorize that after WSL and PNBC filled their demands, they turned to other libraries for 6,305 of their needs - unless, of course, PNBC could not fill their demands and part of the 6,305 is composed of materials for which they had to search after PNBC could not fill them. Again, there are no records to clarify this.

The figures are saying that to these libraries WSL supplied only 43.96% of their needs while PNBC's percentage dropped to 17.34%. Then the question arises: Are there perhaps significant differences in the 2 groups of libraries that would account for this situation? Let us look at them from these points of view:

	31 Libraries In Group I	25 Libraries In Group II
Population Served	1,056,809	1,801,291
Size of Unit, Serving		
Over 100,000 pop.	4	6
25,000-100,000 pop.	6	2
5,000- 25,000 pop.	8	10
Under 5,000 pop.	13	7
1968 Expenditure for materials (Books, bindings, periodicals, audio-visual)	$653,597.85	$1,103,371.79

Our fear that statistical inaccuracies, misunderstandings, or nonuniformity influence the total reporting is borne out by the facts that there are large and small libraries and heavy users of interlibrary loan in both groups.

Taken as a whole, these 56 libraries whose records do not jibe, one way or the other, the figures are:

1 Total Books Borrowed	2 Loaned by WSL	3 Requested from PNBC	4 Sum of Columns 2 & 3	5 Column 4 Less Column 1
21,680	11,215	5,377	16,592	5,088

ONE library of the 57 showed a completely balanced record! It borrowed a total of 550 books; 454 were recorded as loaned from the WSL and 96 were reported by PNBC as requests received from this library. Can we assume that here all is well - with everybody's count correct, PNBC filling all its requests, and no necessity to go beyond these 2 sources for materials?

Adding this library whose records balance, the complete figures for the 57 libraries are:

1 Total Books Borrowed	2 Loaned by WSL	3 Requested from PNBC	4 Sum of Columns 2 & 3	5 Total Borrowed From Other Sources (?)
22,230	11,669	5,473	17,142	5,088

Morton Kroll's plea bears repeating:

"OPERATIONALLY, WE MUST HAVE MORE UNIFORM STATISTICS."

CHAPTER XIV

WASHINGTON STATE LIBRARY LENDS

WASHINGTON STATE LIBRARY LENDS

The responsibility of Washington State Library to give informational services to the people of the state is in 3 broad categories:

I. Basic, or original, service to agencies of state government, including library service to state institutions in cooperation with the Department of Institutions;

II. Supplemental, or referral, service to libraries of all types for information which they cannot provide their users;

III. Library service to individual citizens living where they do not have access to a local library.

Analyses are made in this Chapter of activities carried on by Reader Services Division of the State Library in its efforts to discharge these 3 segments of responsibility. The methods and procedures used by the Staff to furnish materials and information are, of course, dependent upon how people ask for what they want. Many write for what they want; many others come into the library personally to select the materials they need for use in their own jobs in state government or for use in and by their departments. This comprises over-the-desk service. Some departments make their requests by telephone and send couriers to pick up materials. State institutions employ a combination of all methods—mail, courier, telephone, personal selection—to augment what is provided through their basic library service, which also is an official part of the State Library, having been established through special arrangements with the Department of Institutions.

TABLE XVIII shows the extent of the mail portion of the above services Most of these 17,666 requests are from local libraries for materials to supplement their collections. This also includes requests from other parts of the Pacific Northwest to Washington State Library by PNBC.

Editor's Note: To give full information about this lending service this Report has included a bound-in copy of the INTERLIBRARY LOAN MANUAL of the Washington State Library as EXHIBIT U.

TABLE XVIII

REQUESTS RECEIVED BY THE WASHINGTON STATE LIBRARY VIA MAIL

For Comparisons From 1956 To Date

Editor's Note: Most of the requests listed below came from the local libraries of the State of Washington; some of them were from local agencies of state government. These figures do NOT include:

- Telephone requests coming into the State Library
- Requests made by borrowers in person for what is spoken of as over-the-desk service
- Material requested and picked up by couriers from various state agencies and institutions
- Very special material requested from the historical collection
- Most of the requests for government documents

	1969	1968	1967	1966	1956
January	2,722	2,733	2,181	2,250	1,781
February	2,726	3,132	2,391	2,137	1,809
March	2,954	3,088	2,486	2,840	2,159
April	2,821	3,226	2,115	1,837	1,717
May	2,354	2,465	1,882	1,568	1,127
June	2,062	1,923	1,883	1,540	1,262
July	2,353	2,893	1,788	1,537	1,252
August	1,784	2,399	1,671	1,484	1,070
September	2,404	2,439	2,085	1,639	1,236
October	3,048	3,376	2,799	2,070	1,764
SUB-TOTALS through October	25,228	27,674	21,281	18,902	15,177
November	*	2,506	2,850	1,738	1,399
December	*	2,078	2,213	1,570	1,090
ANNUAL TOTALS	*	32,258	26,344	22,210	17,666

In the decade from 1956 to 1966 requests saw an increase of. . . . 25.7%

In the 12 years from 1956 to 1968 the increase was 82.6%

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*Figures not yet available; Report is of November 1, 1969.

ANALYSIS NO. FIVE

LOANS TO WASHINGTON LIBRARIES BY THE STATE LIBRARY

To All Types of Libraries—PNBC Members and Non-Members

TABLE XVIII indicates that via mail there were 32,258 requests sent to the Washington State Library in 1968. Most of them, as stated in the Editor's Note, came from local Washington libraries. The Circulation Department kept a library-by-library account of the materials mailed to selected libraries to fill their portion of these requests. The results of this tabulation are summarized below:

Summary	PNBC		
Loans to:	Member	Non-Member	Total
ACADEMIC LIBRARIES			1,765
School, Public	---	1,091	
Colleges, Community (2 yr.)	178	36	
Colleges, 4 Yr.	325	20	
Universities	98	17	
SPECIAL LIBRARIES			1,981
Business & Industry	11	---	
Armed Forces	324	13	
Federal Agencies	---	1,633	
PUBLIC LIBRARIES	12,643	537	13,180
TOTALS	13,579	3,347	16,926

When the 16,926 loans to these selected libraries are subtracted from the total of 32,258 there are left 15,332 requests. Of what are these 15,332 requests comprised?

- Any requests sent on to PNBC which WSL could not fill;
- Any requests that could not be filled by WSL but could not be sent on to PNBC because the libraries are not members. (See EXHIBIT E, Article I);
- Requests from individuals in any community where there is no legal access to a public library;
- Any requests from out of state libraries;
- Requests from such state agencies and institutions as choose to write directly rather than telephone or use courier service.

More details of the 16,926 loans are found on the following pages.

PUBLIC SCHOOLS

The unprecedented development of library services in public schools has caused this phase of interlibrary loan to be drastically—and happily—changed in the past few years. Librarians everywhere regard the diminishing statistics in this area as a sign of great progress, meaning that children now have libraries in their schools. As they now operate, the public schools are so little involved in the formalized type of interlibrary loan that their activities make virtually no impact on the total picture of SHARING RESOURCES IN THE PACIFIC NORTHWEST. These are several of the reasons for this lack of traffic in book borrowing by and among the region's public schools:

1. The enormous strides which school libraries have made in the past few years make it less necessary to depend, directly or indirectly, on other libraries for resources. Quality leadership at state levels, local concern and support, and Federal funds have resulted in improved school libraries, better qualified librarians, and more materials of all kinds;

2. Where there is still a necessity to turn to other types of libraries some form of cooperation between the school and the public library is frequently being practiced;

3. There is such a high correlation of similar titles among schools and so much similarity in demands for certain titles at specified times that interlibrary loan among schools themselves is largely ineffective;

4. The climate of opinion against providing students at the elementary, secondary and undergraduate levels with any interlibrary loan service results in comparatively no interlibrary loan activity for these groups.

These conditions, however, do not preclude the schools from planning for participation in the Washington State Network. School librarians are serving on the Advisory Committee of Title III and were very active in the series of meetings where the Becker-Hayes Network con concept was presented to the profession throughout the State in the spring of 1958. They are definitely in the Network picture! Other states are including their schools and students in Title III plans.

The Washington State Library filled 1,091 items requested by the public schools of the state in 1958. These 1,091 requests ranged from an occasional single title to 204 made by one school, 119 by another, and 103 by a third The subject range covered the typical breadth of information sought by the sophisticated, eager students of this generation.

ACADEMIC, SPECIAL AND PUBLIC LIBRARIES

The 15,835 loans to academic, special and public libraries are listed below by the individual libraries to whom they were loaned. The requests for some of these came directly from the libraries; some came by way of PNBC.

Special attention has been given to their membership in PNBC in order to answer these questions:

(1) Who are the libraries in Washington State who do not belong to PNBC? And into what types of libraries are they grouped?

(2) What is the comparative load carried by WSL for members and non-members of PNBC?

(3) What are the comparative amounts of loans made to the different libraries?

Member of PNBC	Volumes Loaned	Non-Member of PNBC	Volumes Loaned
ACADEMIC LIBRARIES			
Gonzaga University	21	Washington State University	17
Pacific Lutheran	28		
University of Puget Sound	19		
University of Washington	30		
Central Wash. State College	24	Eastern Wash. State College	20
Saint Martin's	3		
Walla Walla College	2		
Western Wash. State College	242		
Whitman College	44		
Whitworth College	10		
Big Bend Community College	49	*Green River College	5
Centralia College	24	Lower Columbia College	6
Columbia Basin College	22	Olympic College	11
Grays Harbor College	2	Skagit Valley College	9
Peninsula College	31	Spokane College	4
Wenatchee Valley College	50	Yakima Valley College	1

*Joined PNBC in 1969

Members of PNBC	Volumes Loaned	Non-Members of PNBC	Volumes Loaned
BUSINESS & INDUSTRY			
Crown Zellerback	11		
MILITARY			
Fort Lewis Post	125	Other	13
Madigan General Hospital	158		
Puget Sound Naval Shipyard	40		
Puget Sound Engr. Library	1		
FEDERAL AGENCIES			
		McNeill Island Penitentiary	1633
PUBLIC LIBRARIES			
Anacortes	199	Castle Rock	3
Asotin County	81	Cathlamet	52
Auburn	108	Cle Elum	27
Bellingham	104	Colville	113
Brewster	22	Concrete	82
Burlington	52	Davenport	44
Camas	166	East Sound	5
Chehalis	106	Edwall	9
Chewelah	64	Friday Harbor	41
Clallam County	201	Kettle Falls	34
Dayton	18	La Conner	24
Ellensburg	134	Pomeroy	75
Enumclaw	172	Renton	4
Ephrata	117	Waitsburg	24
Everett	62		
Fort Vancouver	159		
Goldendale	150		
Grandview	76		
Kelso	201		
King County	2562		
Kitsap Regional	271		
Longview	232		
Lynden	14		
Metalines	34		
Mid-Columbia	351		
Mount Vernon	134		
Newport	65		
North Central	1027		
Othello	454		
Pasco	88		
Pierce County	272		
Port Angeles	124		
Port Townsend	355		

Members of PNBC	Volumes Loaned	Non-Members of PNBC	Volumes Loaned
PUBLIC LIBRARIES (Cont.)			
Prosser	103		
Pullman	32		
Puyallup	94		
Reardan	164		
Richland	260		
Ritzville	67		
Seattle	34		
Sedro-Woolley	128		
Selah	56		
Shelton	213		
Snohomish	84		
Sno-Isle	486		
Spokane County	47		
Spokane	290		
Sprague	27		
Springdale	36		
Tacoma	55		
Tenino	23		
Timberland Regional	755		
Toppenish	82		
Walla Walla	61		
Whatcom County	50		
White Salmon	93		
Whitman County	379		
Wilbur	207		
Woodland	111		
Yakima Valley	531		

ANALYSIS NO. SIX

REQUESTS FOR INFORMATION FILLED BY WASHINGTON STATE LIBRARY

4 Months of 1969: January, February, March, April

To get an idea of the activities engaged in by the Reference and Circulation sections of the Readers Services Division of WSL, the Analyst took a sample period of time (the first four months of 1969, January—April) and studied them in terms of the staff activities involved, the characteristics of the materials requested, and the time involved in filling them. The results of this Analysis is found on this and the four pages following.

Charted, these activities looked like this during the first 4 months of 1969:

Type of Service	Jan.	Feb.	March	April	Total
Over-the-desk circulation at the State Library (largely to state employees and departments)	4,716	4,641	5,069	5,474	19,900
Mailed out (largely to local libraries, schools and individuals)	1,730	2,001	2,092	1,921	7,744
State agency and institutional employees (largely by courier, and through branch libraries)	2,224	2,048	2,708	2,064	9,044
TOTALS	8,670	8,690	9,869	9,459	36,688

There are documents available because of the State Library's position as a state and Federal depository. This number of documents are included in the above figures:

Washington State documents	127	111	13	141	392
Documents of other states	73	72	2	73	220
Federal documents	322	464	11	337	1,134
TOTALS	522	647	26	551	1,746

As stated above, the requests that generated this circulation came into the State Library by a variety of ways. A total of 6,868 of them came by mail on the standard multiple copy request forms. The relative uniformity of their bibliographic data plus the library-to-library nature of most of these transactions make them peculiarly adaptable to an in-depth analysis. Through this analysis can come some idea of the nature of the informational services of the State Library, particularly as relates to its interlibrary loan activities.

Certain specific characteristics of the 6,868 requests can be determined from the descriptions and sortings made below.

A. Of this 6,868 total

1. The requests by subject were	741
2. The requests by author-title were.	6,127

B. To fill these 6,127 author-title requests

1. The number of BOOKS were	5,539
2. The number of SERIALS were	405
3. The number of STATE DOCUMENTS were	49
4. The number of FEDERAL DOCUMENTS were	134

C. An examination of the content nature of the material in the 5,539 BOOKS which were sent to fill these requests reveals that:

1. According to language

(a) The number in the English language was. . . .	5,537
(b) The number in foreign languages was	2

2. According to publishing dates the "age" of the material was:

(a) 1969 and 1968	802
(b) 1967 - 1962	1,687
(c) 1961 - 1956	677
(d) 1955 - 1900	619
(e) 1899 - 1800	27
(f) Before 1800	10
(g) Date not discernible for various reasons. . .	1,717

3. According to source the requests for BOOKS came from these types of libraries:

Schools	239
Public Libraries	3,119
Universities	9
4-Year Colleges	11
2-Year Colleges	31
State Institutions	1,340
State Departments	406
Business & Industry	6
Armed Forces	80
U.S. Penitentiary	298

Note: Only 6 of the 5,539 requests were from out-of-state. Most out-of-state requests come via PNBC.

D. Of the 5,539 BOOK requests it was possible to discern on 5,339 of them the exact amount of time that transpired from the date of the original request slip to the date the BOOK was mailed out of the State Library on its way to the borrowing library, school or individual:

The number of days after the date on the original request form	The number that were filled	The percentage of the total of 5,339
The next day	960	17.98 %
2 days	787	14.74 %
3 days	626	11.73 %
4 days	429	8.04 %
5 days	245	4.59 %
6 days	172	3.22 %
7 days	185	3.47 %
8-10 days	438	8.20 %
11-14 days	366	6.85 %
Longer th[illegible] 2 weeks	345	6.46 %
Longer than 3 weeks	786	14.72 %

E. The subject content of the requests is shown below by the distribution through the Dewey classifications.

Dewey Classification	Number of BOOK Requests by Author-Title	Number of SUBJECT Requests	Total Number
000-019; 030-089	30	3	33
020-029	32	1	33
090-099	3	1	4
100-199	823	24	847
200-299	151	15	166
300-319	172	17	189
320-329	73	8	81
330-339	163	22	185
340-349	49	8	57
350-359	81	27	108
360-369	393	19	412
370-379	282	16	298
380-389	30	6	36
390-399	51	5	56
400's	37	18	55
500-509	13	1	14
510-519	29	10	39
520-529	14	6	20
530-539	10	2	12
540-549	16	4	20
550-559	35	3	38
560-579	60	14	74
580-589	17	8	25
590-599	71	28	99
600-609	4	None	4
610-619	735	49	784
620-629	169	68	237
630-639	109	42	151
640-649	78	16	94
650-659	164	23	187
660-669	27	13	40
670-689	39	20	59
690-699	20	13	33
700-709	48	10	58
710-719	9	2	11
720-729	34	10	44
730-739	34	16	50
740-769	160	38	198
770-779	28	1	29
780-789	43	10	53
790-799	143	32	175
800's	234	33	266
900-909; 930-999	370	41	411
910-919	162	11	173
Biography	190	27	217
Fiction	95	None	95
Washington Authors	9	None	9

F. The 588 requests which were answered by SERIALS, STATE DOCUMENTS, and FEDERAL DOCUMENTS embraced these 23 broad subjects:

Biography

Business

Census

Current Events

Economics

Education

Fine Arts

Government, State & Federal

History

Hobbies

Librarianship

Literature

Medicine

Mental Health

Psychology

Public Health

Religion

Science, Applied

Science, Pure

Social Work

Sociology

Sports

Travel

CHAPTER XV

WASHINGTON STATE LIBRARY BORROWS

WASHINGTON STATE LIBRARY BORROWS

The following statement copied from a survey report from another section of the country which, like the Pacific Northwest, is taking a hard look at the realities of its interlibrary loan service, might be useful here were it filled in with appropriate data at several different points of service:

> "In fiscal year _____ the Location Center (whatever it may be) received _____ interlibrary loan requests. Of these, it was able to fill _____%. If we assume a delay of one week for each of the ones that it could not fill between the library's dispatch of the request to the Location Center and its receipt of a notification that the Location Center does not have the item, a total of _____ thousands of weeks of unrewarded delay resulted from the simple inability of local libraries to know whether the Location Center has a desired item, or knows where it is."

In the pages that follow analyses are made of the instances when the State Library does not have the desired material and must, consequently, transfer the request on to some other source, such as PNBC, or return it to the library unfilled. Here, too, are those thousands of weeks of "unrewarded delay" for nothing more than one single piece of missing information: "Does the State Library have this?"

The answer is being sought to this simple question in many libraries through production of book catalogs, planned exchanges of information at given periods in the day, installation of telecommunication equipment.

The analyses concern themselves, too, with the subject matter that was missing, the serials titles that leaner days in the past did not permit acquiring, and the broad geographical spread of the outreach for needed materials. Boundaries lose their significance; jurisdictions become unimportant.

TABLE XIX

REQUESTS SENT TO PNBC BY THE WASHINGTON STATE LIBRARY

Calendar Year 1968

The Total number of requests sent to PNBC from the Washington State Library in 1968 was	6,437
Of this 6,437, the number sent to satisfy the needs of the state's Institutional Library Services amounted to	760
representing a percentage of	12%
Of this 6,437, those requests which were for the direct use of the State Library to answer its over-the-desk requests, its staff needs, and its services to state agencies and employees (NOT including its Institutional Library Services) came to a total of	1,131
representing a percentage of	18%
The number of requests relayed by the State Library on to PNBC for the use of the state's public libraries was	4,546
representing a percentage of	71%
Of this 6,437, the total number which were for separate author-title monographs was	5,729
representing a percentage of	89%
The subject requests amounted to only	3
Requests for serials totalled	705
representing a percentage of	11%

ANALYSIS NO. SEVEN

REQUESTS WHICH WASHINGTON STATE LIBRARY COULD NOT FILL

Dates Covered:	13 March 1969 through 31 May, 1969

The total number of written requests received by the Washington State Library during this period was	5,890
The number which the WSL had to send on to other libraries because it did not have the materials to fill them was	1,441
Of this 1,441, the number that was sent to PNBC, was	1,376
Of this 1,441, the number sent to other libraries not in PNBC was.	65

The requests which the WSL did fill have been tabulated by the libraries from whom the requests were received. A study of the ones which WSL could not fill indicate that they came from the same libraries. It is important, then, that attention be directed, not to the libraries for whom the requests could not be filled but to: A. The subjects which could not be supplied; B. The dates of the material which could not be supplied. From an examination of these requests which must be sent on to some other source to be filled can come valuable deductions and appraisals regarding the nature of the State Library's book collection and its capacity to fill the demands being made on it.

Questions regarding the requests and the materials which they represent should include:

I. WHAT WAS THE FORMAT OF THE MATERIALS WHICH WSL COULD NOT SUPPLY?

Of the 1,376 requests sent to PNBC by WSL:

1,084	were for monographs
253	were for serials
39	were for other forms of materials

II. WHAT WERE THE SUBJECTS OF THE BOOKS WHICH THE WSL COULD NOT SUPPLY?

The subjects of the books which the WSL could not supply are arranged in descending order of the frequency of requests:

Religion, Theology, Philosophy Personal Problems (Those generally classified by Dewey in the 100's and 200's)	141
Fiction	130
Science, Applied (This includes what would be in the 600's, including the "how to do it" books)	112
Sociology (Current social problems are included here)	82
Genealogy	79
Biography	65
Medicine	59
History	58
Science, Pure (General scientific subjects such as physics, chemistry, biology, etc., are in this group)	48
Business	44
Literature	44
Fine Arts	35
Political and Current Events	27
Education	25
Travel	24
Public Administration	13
Sports	13
Agriculture	11

The policy of the WSL not to purchase fiction (except Washington authors) is reflected in the large proportion of fiction requests which it was unable to fill.

III. WHAT WERE THE PUBLICATION DATES OF THE MATERIALS WHICH WSL DID NOT HAVE?

1968 and 1969	118	10.89%
1967 - 1962	286	26.38%
1961 - 1956	150	13.84%
1955 - 1900 (Pre 1956)	339	31.27%
1899 - 1800	44	4.06%
Before 1800	2	.18%
No dates discernible	145	13.38%

The fact that 13% of the requests are sent on to PNBC without any publication dates raises questions about the bibliographic thoroughness of the work done on the requests at both local and state levels and points up an additional work load passed on to PNBC.

IV. The 253 SERIALS which WSL could not furnish during this time are analyzed in detail on the next page.

V. A study of the 65 requests which the Washington State Library could not fill and sent directly to other libraries rather than sending them through PNBC is presented in ANALYSIS NO. EIGHT.

Requests for Serials Which the Washington State Library Could Not Provide

Total number of requests for serials which WSL was unable to provide from March 13 - May 31 was 253

From this total the WSL transferred to PNBC to have filled. 253

Of 5,890 written requests coming into WSL during this period, the 253 represents 4.3%

Of the 1,376 total requests sent on to PNBC to be filled during this period, the 253 represents 18.39%

This situation presents the WSL with these questions:

1. Should the library add new serials subscriptions to correct the inadequacies herein represented, or should it continue to depend on interlibrary loan for requests such as those represented by the unfilled requests?

2. Should the library attempt to accumulate microfilm copies of back issues of serials?

The answers to these questions will be made easier through further examination of these requests to determine:

A. The publication dates of the serials which were requested

B. The frequency of requests for the different titles

C. The nature of the subjects of the serials requested

A. Publication Dates of the Serials Which WSL Could Not Supply

Publication Date	Number of Requests	Publication Date	Number of Requests	Publication Date	Number of Requests
1969	3	1954	1	1934	4
1968	54	1953	4	1933	4
1967	24	1952	6	1932	1
1966	19	1951	1	1931	1
1965	17	1950	2	1928	1
1964	13	1949	2	1927	2
1963	13	1948	2	1920	1
1962	13	1947	3	1919	1
1961	6	1945	1	1917	1
1960	7	1944	1	1911	1
1959	9	1941	1	1902	1
1958	6	1940	1	1900	2
1957	4	1939	2		
1956	5	1938	1	No dates	5
1955	5	1937	2		

B. Frequency of Requests for the Different Titles of Serials

The 253 requests were for 188 different titles as follows:

1 title requested 8 times

3 titles requested 4 times

12 titles requested 3 times

25 titles requested 2 times

147 titles requested 1 time

C. General Subject Matter of the Requests for Serials

(1) Subjects Requested More than Once (In order of Frequency)

Medicine and Other Health Sciences	72
Sociology	12
Administration, Business, Management	11
Behavioral Sciences	10
Education (Psychology, Teaching, etc.)	9
Screen World	8
Psychology	7
Chemistry	6
Criminology	6
Local History	5
Philosophy	4
General Sciences	4
Communications	2
Ecology	2
Metallurgy	2

(2) Subjects Requested Only Once (In alphabetical order)

Advertising
Anthropology
Architecture
Audiovisual arts
Aviation
Dock and Harbor
Electronics
Engineering
Finance
Folklore
Geology
Geriatrics
Industrial Arts

Journalism
Languages
Mathematics
Mechanics
Natural History
Packaging
Petroleum
Sexology
Statistics
Technology
Youth

Others (Unidentified)

***Editor's Note:* For the title of these serials publications see next page.**

SERIALS WHICH WSL HAD TO BORROW FROM PNBC

From March 13 through May 31, 1969

ACTA Orthopaedica Scandianavica (1965)
ACTA Pathologica et Microbiologica Scandinavica (1964;68)
ACTA Psychiatrica Scandinavica (1966)
Administrative Science Quarterly (1961)
Advances in Internal Medicine (1968)
Alaska Medicine (1968)
American Aircraft Modeler (1968)
American Archives of Rehabilitation Therapy (1965)
American Association of Nurse Anesthetists. Journal (1965)
American Association of Petroleum Geologists. Bulletin (1927)
American Catholic Sociological Review (1963)
American Chemical Society. Journal (1932)
American Geriatrics Society. Journal (1965;66; 67;68)
American Hospital Association. Hospital Monograph Series. No. 8 (1960)
American Journal of Clinical Hypnosis (1964)

American Journal of Occupational Therapy (1947)
American Journal of Public Health and the Nation's Health (1933)
American Journal of the Medical Sciences (1963)
American Journal of Tropical Medicine and Hygiene (1955)
American Midland Naturalist (v. 23)
American Museum of Natural History. Memoirs (1900;02)
American Osteopathic Association. Journal (1968)
American Pediatric Society. Transactions (1967)
American Psychoanalytic Association. Journal (1953)
American Society for Psychical Research. Journal (1949)
American Sociological Review (1940)
American Veterinary Medical Association. Journal (1968)
Anesthesia and Analgesia (1952;56;60)
Anesthesiology (1962;64)
Annals of Mathematical Statistics (1962)

Association for Physical and Mental Rehabilitation. Journal (1965;v.20)
Arts and Architecture (1963)
Asociacion Medica de Puerto-Rico, San Juan. Bolerin (1967)
Atmospheric Environment (1968)
Australian Veterinary Journal (1968)
Avian Diseases (1968)
Behavioral Science (1956)
Blue Print for Health (1966)
British Hospital Journal and Social Service Review (1964;68)
British Journal of Addiction (1965)
British Journal of Anaesthesia (1964;67)
British Journal of Criminology (1962;63;65)
British Journal of Educational Psychology (1966)
British Journal of Medical Psychology (1959)
British Journal of Sociology (1960;64)
British Medical Journal (1952)
Bulletin of the History of Medicine (1965)
Business Education World (1967)

California. University. Anthropological Records (1937)
California Academy of Sciences. Proceedings (1917)
California Medicine (1967;68)
Cambridge Philosophical Society, Cambridge. Biological Reviews (v.30)
Canadian Journal of Biochemistry (1956)
Canadian Journal of Chemistry (1956;68)
Canadian Journal of Microbiology (1967)
Canadian Medical Association. Journal (1961;64)
Canadian Metallurgical Quarterly (1966)
Canadian Psychiatric Association. Journal (1965)
Chemische Technik (1968)
Chronicles of Oklahoma (v.34 n.2)
Clearing House (1961)
Clinical Orthopaedics (1963)
Columbia Journalism Review (1968)
Cooperative Living (1955)
Criminologica (1968)

Cryobiology (1965)
Current Psychiatric Therapies (1964;65)
Delaware Medical Journal (1957;58;66)
Diabetes (1952;65)
Discovery (1966)
Dock and Harbour Authority (1968)
Elementary School Journal (1954)
Ecology (1919)
Educational Screen and Audio Visual Guide (1967)
Farbe and Lack (1966)
Filson Club History Quarterly (1928;31)
Genetic Psychology Monographs (1941)
Gesundheits - Ingenieur (1966)
Graphic Annual. International Advertising Art (1966;67)
Hanover Forum (1959)
Harvard Business Review (1949;52)
Health News (1968)
Hospital (London) (1965)
Hospital Administration (1960)
Hospital Administration in Canada (1966)

Hospital Topics (1966;68)
Human Organization (1958)
IEEE Transactions on Communication and Electronics (1963)
Imago (1927)
Industrial Mangement Review (1962)
Industrial Medicine and Surgery (1963;68)
Institute of Petroleum. Journal (1968)
International Bulletin of Bacteriological Nomenclature and Toxonomy (1962;65)
International Journal of American Linguistics (1920;53;55)
International Journal of Nursing Studies (1967)
International Journal of Parapsychology (1969)
International Journal of Psycho-Analysis (1955)
International Journal of Social Psychiatry (1967;68)
International Journal of Systematic Bacteriology (1968;69)
International Management Information Business Digest (1966)

SERIALS WHICH WSL HAD TO BORROW FROM PNBC (Continued)

From March 13 through May 31, 1969

Journal of Abnormal and Social Psychology (1938)
Journal of American Folklore (1933;39)
Journal of Applied Ecology (1960)
Journal of Applied Psychology (1939)
Journal of Bacteriology (1963)
Journal of Biological Chemistry (1950)
Journal of Bone and Joint Surgery; American Volume (1967)
Journal of Chemical Education (1968)
Journal of Clinical Pathology (1965)
Journal of Criminal Law and Criminology (1934)
Journal of Educational Research (1955)
Journal of Educational Sociology (1963)
Journal of Existential Psychiatry (1960)
Journal of Finance (1968)
Journal of Gas Chromotography (1966)
Journal of General Microbiology (1967;68)
Journal of Genetic Psychology (1947)
Journal of Human Relations (1968)
Journal of Industrial Arts Education (1963)
Journal of Industrial Economics (1968)

Journal of Industrial Engineering (1959)
Journal of Metals (1968)
Journal of Nutrition (1950)
Journal of Offender Therapy (1961;62)
Journal of Pediatrics (1952)
Journal of Personality (1958)
Journal of Pharmacology and Experimental Therapeutics (1963)
Journal of Social Issues (1948;58)
Journal of Social Therapy (1961)
Juvenile Court Judges Journal (1967)
Kansas Academy of Science. Transactions (1911)
Louisiana State Medical Society. Journal (1968)
Machine Design (1968)
Management Technology (1964)
Mechanics (1951)
Medical Arts and Sciences (1962)
Medical Association of the State of Alabama. Journal (1968)
Medical Services Journal. Canada (1959)
Medical Social Work (1967)

Medical Tribune and Medical News (1968)
Medicine (1964)
Midwest Quarterly (1968)
Modern Medicine (1963)
Modern Packaging (1944)
Modern Treatment (1966)
National Parent-Teacher (1960)

Nebraska State Medical Journal (1967)
New York Academy of Medicine. Bulletin (1964;65)
New York Academy of Sciences. Annals (1947)
Nursing Mirror (1967;68)
Nursing Times (1966;68)
Nutrition Today (1966;67)
Office International de'Hygiene Publique, Paris. Bulletin (1937)
Office of the Director (1964)
Oto-Rhino-Laryngological Society of Japan. Journal/Nippon (1959)
Pacific Builder and Engineer (1962)
Personnel Psychology (1948)
Pharmacological Reviews (1965)
Phi Delta Kappan (1966)
Phylon (1967)
Presse Medicale (1968)
Proceedings of the Nutrition Society (1968)
Psychedelic Review (1963)
Psychiatric Quarterly (1958)
Psychological Bulletin (1934)

Psychological Review (1962)
Psychometrika (1962)
Psychotherapy; Theory, Research and Practice. (1967)
Radio Science (1964)
Reading Teacher (1959)
Respiration; International Review of Thoracic Diseases (Basel) (1968)
Review of Allergy (1968)
Royal Statistical Society. Journal (1945)
Screen World (1952;56;57;59)
Sexology; the Magazine of Sex Science (Any)
Social Problems (1967)
Social Worker (1961)
Sociological Inquiry (1933)
Sociology and Social Research (1962)
Southern Medical Journal (1967)
Transactions (1934)
Utah Academy of Sciences, Arts, and Letters, Salt Lake City. Proceedings (1934)
Veterinary Record (London) (1968)

Western Collector (1968)
Yale Economics Essays (1968)
Youth Leaders Digest (v.26)
Zentralblatt fur Allgemeine Pathologie und Pathologische Anatomie (Jena) (1968)
Zentralblatt fur Veterinaermedizin; Reihe B: Infektions - und Invasionskrankheiten, Bakteriologie, Virologie, Parasitologie, Hygiene, Lebensmittelhygiene, Pathologie (Berlin) (1967)

ANALYSIS NO. EIGHT

REQUESTS SENT DIRECTLY TO OTHER LIBRARIES BY WASHINGTON STATE LIBRARY RATHER THAN THROUGH PNBC

Time Period: 13 March 1969 through 31 May 1969

Total Number of Requests: 65

Number which were serials	33
Number which were monographs	26
Number which were dissertations	4
Number which were other forms	2

Subjects of These Requests:

In Order of Frequency	
Agriculture	14
Medicine	10
Crafts	8
Penology	3
Pseudo Science	3
Genealogy	3
Systems Development	2
Veterinary Medicine	2
Manual Arts	2
Personality	2
Education	2
Census	2

One Request for Each

Adoption
Alcoholism
Canning and Packing
Electricity
Japanese Novel
Library Science
Management
Military Science
Photography
Poetry
Race Relations
Writing

Where They Were Sent:

A. Within State of Washington 40

University of Washington	17
Seattle Public Library	16
Tacoma Public Library	3
Washington State University	2
Whitman College	2

B. Outside Washington Within Pacific Northwest 10

University of Oregon	4
Oregon State University	2
Reed College	1
University of Idaho	1
Public Library Commission (B.C.)	1
Provincial Archives (B.C.)	1

C. Outside the Region 15

Public Archives of Canada (Ottawa)	2
Nat'l Library of Medicine.	1
Library of Congress	1
New York State Library	1
New York Public Library (Photographic Service)	1
Glendale, Public Library (California	1

Universities of:	
Columbia	1
Missouri	1
Michigan	1
Pennsylvania	1
California (Davis)	1
California (Riverside)	1
Michigan State	1
Catholic of America	1

CHAPTER XVI

PRESSURE POINTS

Two Libraries and Interlibrary Loan

PRESSURE POINTS

Two Libraries and Interlibrary Loan

1. Factors of Unevenness

Six factors prevent the load of interlibrary loan from being equally divided:

1. The extreme differences in size and adequacy of collections of materials throughout the region;
2. The concentration of population in certain sections of the region;
3. The relatively few libraries whose collections are listed in the Union Catalog of PNBC and the absence of other means of ascertaining location of materials;
4. The differing attitudes of libraries toward letting other libraries use their materials;
5. The variation among libraries in acceptance of responsibility for assuming a share of the cost of using materials belonging to other libraries;
6. The dissimilarity among librarians in their enthusiasm for and willingness to render this service to their users.

These factors cause there to be pressure points of interlibrary loan in some libraries of the region. To be sure, there will never be equality in strength of materials, or evenness of population density. Not until a Utopia arrives where complete networks of all libraries in all the states converge into one central switching center will there be available full knowledge of all holdings. That all human beings - the library portion of them, in this instance - will ever be equally generous and altruistic is not likely. Scattered profusely throughout this Report are instances of where some libraries pay their way in PNBC, or at least pay what they are assessed according to the Financial Plan, while others go directly to generous libraries to supplement their needs without paying any portion of the costs of rendering such service or help to support the Center. It would take a shift in policy, extreme disciplinary measures, and careful policing to overcome this factor.

Finally, if all these first five factors were eliminated, there would still be the most significant of all - the librarian. No library service is ever any better than its librarian - and that's doubled in spades insofar as interlibrary loan is concerned. The average citizen does not know of the availability of such service, and when it is explained to him the reaction is often an apologetic "But that will be too much trouble for you." He's right; it is trouble. Like most kinds of service, interlibrary loan is work and it is easier not to do it than it is to do it. But it is at this exact point that real librarianship enters the picture - or doesn't, as the case may be. There are scores of ways not to get material that the library does not have for a reader without actually refusing to do so. There's the chance that he doesn't even know of such a service; there's the tone of voice in which it is offered; there's the too-ready concurrence in his avowal that it is too much trouble; there is the discouragement in the all-too-true explanation of how long it may take; there's the arbitrary decision that requests from one segment of the reading population will be automatically pursued while those from another segment are automatically refused; there's the subjective judgment that what he wants is not really important; there may even be - however deeply buried - a conviction that a reader really shouldn't be asking for something that the librarian's superior judgment did not prompt him to buy. When a town with 3,000 population and a round-figure annual budget of $6,000 borrows over 500 books in a year while another, with approximately the same population and budget, borrows no books, it's a safe bet that the difference is in the librarian.

However remote the elimination of uneven pressures may be, a study of the facts behind them may indicate some way to alleviate a part of the unfairness to the generous lending libraries. Equally essential is an understanding of the nature of these problems of pressure if the networks now in the process of being built are to have sinews strong enough to sustain them.

Two large libraries, because of their sizeable book collections, their geographical locations in the center of the heaviest population of the region with close proximity to PNBC, and their generous attitude historically toward interlibrary loan, supply a major portion of the materials requested through PNBC. In addition to this, these two libraries - the Library of the University of Washington and the Seattle Public Library - loan a considerable amount of material to libraries through channels other than PNBC. In its interlibrary loan policy neither of these libraries makes any distinction between PNBC members and non-PNBC members when it fills requests. Only the University of Washington records the requests received through PNBC separately, and that information has been available only since it has use of the new computerized equipment of the Health Sciences Regional Library. Although a full year of information through this mechanized record is not yet completed, readers of this Report may be interested in seeing the input worksheet on which the data is recorded in EXHIBIT S.

In presenting details of the interlibrary loan pressures on these two libraries, there is no suggestion or implication that they are the only 2 cases where unevenness occurs. A casual glance at the 2 columns in the annual reports from libraries in Washington where Volumes Borrowed and Volumes Loaned are listed will, for example, spotlight several other places where some of the above factors are causing inequities. The same kind of information from the other states reveals similar imbalances. These two libraries which have been probed to some depth on this aspect of their service have been selected because of the inordinate amount of the lending burden they carry and because their records were available and their locations strategic for interview and observation.

Two Libraries and Interlibrary Loan

2. Library of the University of Washington

The "bed and board"phase of the contribution of the University of Washington to PNBC during the 30 years that it has housed the Center without any compensation has been discussed fully in Chapter V, A QUESTION OF TENANCY. It is time now to give attention to the more scholarly considerations of what it means for a bibliographic center to live under the same roof with the richest book collection in the region and to be benefactor of the generous lending policy that characterizes the University's attitude toward all libraries in general and PNBC in particular.

The policies and procedures behind the extensive lending service of the University was summarized by Mrs. Ruth M. Kirk, Head of Interlibrary Loan Service, on May 5, 1969 in a staff memorandum to Mr. David Oyler, Assistant Librarian for Public Services. In this full, clear statement Mrs. Kirk referred to the dual code system of both the National Code and the regional one, stating

> ". . . since all these codes accord the lending library the right to reject any specific request, we have acted on the assumption that we have adequate discretionary authority to protect the rights of our primary clientele and the physical condition of our collection, and yet to lend as generously as possible."

This "generously as possible" was quite generous as revealed by figures in TABLE XX showing that the University loaned four times as many books as it borrowed for a total of 8,440 in 1968-69. The addition of materials made available to Western Washington State College and the Boeing Company raised the total volume drain on their resources to 12,842 as shown in TABLE XXI. Consider that the total of all requests coming into PNBC for this period was 17,511. This means that the Center gave only 4,669 more locations than the University furnished in actual materials themselves. This creates an exciting realization of the contribution the University is making to the informational life of the region and beyond.

Mrs. Kirk explained at another place in her letter to Mr. Oyler that "many regional requests, particularly from Washington libraries, do come directly to the University without the filter of a state library or PNBC." This by-passing of PNBC has considerable financial significance to the Center and its member libraries, as has been brought out at several points in this Study. TABLE XIII shows these libraries, by type of library and by state, who resort to direct borrowing from the University. There is no charge here that deliberate financial evasion is the motivation; nevertheless, it is the result. The twin factors of time and convenience may play just as important a role. But whatever the motivation, there were 1,129 loans made by the University to libraries who paid no fees to PNBC, while 4,081 went to libraries who did. Insofar as benefit to the University is concerned this question is 100% rhetorical since whether the borrowers are PNBC members or not, the University's situation remains the same; viz., they have processed and sent out 12,842 transactions through their Interlibrary Loan Office. The region is richer for this service, but future plans must include a more equal distribution of this load.

Once again the solution to this problem points to the states, whose primary responsibilities are to all their people while the universities, even though they, too, are state agencies, have student bodies and faculties for whom they must be first concerned.

TABLE XX

Editor's Note: This is a reproduction of the statistical information as compiled by the Interlibrary Loans Office of the Reference Division of the Library of the University of Washington. For convenience in reproduction, the additional information at the bottom of the page was brought forward from the APPENDIX section of this report filed by the INTERLIBRARY LOANS OFFICE.

Reference Division Statistics
Annual 1968-1969
Interlibrary Loans

Borrowing		Lending	
Books Borrowed:		Books loaned:	
Total (incl. photocopy):	2053	Total (incl. photocopy):	8440
From regional libraries (excluding Wash. libs.)	457	To regional libraries (excluding Wash. libs.):	2170
From Washington Libraries:	214	To Washington libraries:	3040
Photocopy in lieu of loan:	379	Photocopy in lieu of loan:	3614
Theses:	307	Theses:	1004
PhD:	140	PhD:	396
Masters:	166	Masters:	603
Bachelors:	1	Bachelors:	5
Libraries borrowed from:		Libraries loaned to:	
Total:	217	Total:	907
Regional (excluding Wash.):	25	Regional (excluding Wash.):	121
Washington:	12	Washington:	146

* * ----------- * *

Comparison, borrowed:		Comparison, loaned:	
Total 1967/68:	2273	Total 1967/68:	8893
Total 1968/69:	2053	Total 1968/69:	8440

* * ----------- * *

Mail Count:		Mail Count:	
Mail sent:	17,217	Mail received:	19,591

* * * * * * * * *

APPENDIX II

	WESTERN WASHINGTON STATE COLLEGE			THE BOEING COMPANY		
	Total	Books	Xerox	Total	Books	Xerox
1967/68	619	281	338	4,156	No break-down available	
	(January - June, 1968 only)					
1968/69	1,297	443	854	*3,105	2,755	350

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* Exact figures for July and August, 1968 are not available. A monthly average computed from the 10 months of known figures was added for these 2 months.

TABLE XXI

SUMMARY OF LOANS MADE BY UNIVERSITY OF WASHINGTON LIBRARY

In Relation to PNBC MEMBERSHIP
Fiscal Year 1968-69

BOOKS LOANED	PNBC MEMBERS	NON-PNBC MEMBERS	TOTALS
TO ALL LIBRARIES	5,378	7,464	12,842
THROUGH REGULAR INTERLIBRARY LOAN			
Libraries in Washington State	2,273	767	3,040
Libraries in Pacific Northwest Region outside of Washington	1,808	362	2,170
Libraries outside the Pacific Northwest	---	3,230	3,230
BY SPECIAL ARRANGEMENTS			
Western Washington State College by Courier	1,297	---	1,297
The Boeing Company through Special Personnel	---	3,105	3,105
TOTALS	5,378	7,464	12,842

TABLE XXII

UNIVERSITY OF WASHINGTON LOANS TO NON-MEMBERS OF PNBC IN THE PACIFIC NORTHWEST

By Type Of Library And By State
Fiscal Year 1968-1969

TYPE OF LIBRARY	ALASKA	BRITISH COLUMBIA	IDAHO	MONTANA	OREGON	WASHINGTON	TOTALS
Academic							
4 Yr. Colleges and Universities	13	22	---	10	12	238	295
2 Yr. Colleges	19	---	---	---	---	196	215
Public Libraries	8	8	---	---	1	5	22
Public Schools	1	---	---	---	---	2	3
Federal Agencies	33	25	---	9	11	14	92
State Agencies (other than State Libraries)	91	---	1	---	34	195	321
Business & Industry	3	---	39	---	21	71	134
Hospitals	---	---	---	1	---	43	44
Private Organizations (other than hospitals)	---	---	---	---	---	3	3
TOTALS	168	55	40	20	79	767	1,129

NOTE: The above figures do not include:
3,105 volumes loaned to Boeing by special arrangement
1,297 volumes picked up by courier from Western Washington State College

TABLE XXIII

During an observation period at PNBC the Analyst examined one day's requests being taken from PNBC to the University of Washington Library for filling and made this ANALYSIS of them. Although too small to be valid in research it does give some idea of PNBC-University interlibrary cooperation.

A. The 16 requests came from these types of libraries:

Public libraries 6
Military libraries 1
4 Year Colleges 1
Universities. 6
Washington State Library for its Institutional Service 2

in these states: Alaska, British Columbia, Oregon and Washington.

B. The subjects of the books requested were:

Air Cargo transportation
American history & government
1859 periodicals (by microfilm)
Rousseau's philosophy
Biography of a Minister
Child psychiatry
Personality
Modern fiction (4 requests)
Plotinus

C. 3 of the 16 were in foreign languages.

D. These 16 were sent to be filled, as stated above, to the University of Washington. However, in keeping with PNBC's policy, other locations were given in the event they could not be filled by the University:

4 - had only one source
4 - had one other source
2 - had two other sources
1 - had three other sources
1 - had four other sources
1 - had five other sources
1 - had six other sources
1 - had seven other sources

E. The lapsed time (waiting) problem was represented by these periods:

Date sent to University to be filled: March 26, 1969.

Date on Requests	Number of Requests	Time Lapse
2/18	1	36 days
2/25	2	29 days
2/26	1	28 days
3/12	2	14 days
3/13	1	13 days
3/14	5	12 days
3/17	1	9 days
3/18	3	8 days

(Since the two offices University of Washington Interlibrary Loan and PNBC occupy a common wall the time lapse here represented cannot be due to mail delays. Other reasons must have caused it. At this point it is unfortunate that the sample is not larger to ascertain whether this is standard operation or some easily explainable exceptions.)

Two Libraries and Interlibrary Loan

3. Seattle Public Library

Described as the largest public library west of Minneapolis and north of San Francisco, the Seattle Public Library occupies a place that begs examination in any study of interlibrary loan practices in the Pacific Northwest. From its very beginning it has accepted the responsibility of its natural leadership. Its deep-rooted philosophy of cooperation is backed up by practical application in a most liberal policy of sharing its resources with other libraries and opening its services to all comers on a cordial and generous basis.

Within the limited confines of this Study it is not possible to assess the full contribution that this library has made to the region with its staff resources always in the vanguard of library cooperation and its material resources always available for any reader from the remotest bookmobile stop in the region to top management of the area's industrial giants. It is imperative, however, that we examine some of the implications of its interlibrary loan activities for the Seattle Public Library.

In its Annual Report for 1968 this library noted that it borrowed 563 volumes while it loaned 12,825. When a library loans into the tens of thousands of items during the course of a year this becomes a matter of significance in the work load on its staff and consequently to several items in its budget. The staff commented that there was a noticeable increase this year in use by business and industry and the community colleges.

In reply to questions posed to the Seattle Public Library to determine the effect on them of this lending service to other libraries, the staff assigned to interlibrary loan produced these up-to-date statistics for their activities during the months from January through October, 1969:

Into the Interlibrary Loan department came. . . . . . 5,837 letters.
(These were not all single requests, but they were incoming communications regarding some aspect of interlibrary loan.)

Out of the Interlibrary Loan Department was mailed. . 5,100 letters.

Number of books sent out to libraries in response to requests. 9,646

Of this number:

3,693 were straight, traditional interlibrary loans

3,378 went to the Boeing Company (There are special arrangements between the Seattle Public Library and the Boeing Co.)

2,575 went to King County (Seattle and King County libraries have a contract whereby King County has access to Seattle's book collection.)

The books which the Seattle Public Library has borrowed during this period from other libraries comes to a total of. . . 661

The number of requests which the Seattle Public Library received that it was UNABLE to supply came to. . . . 665

In a letter dated April 6, 1967 Head Librarian Willard O. Youngs described the distributional methods of this service to a Research Assistant at the Washington State Library as follows:

> "The various Boeing libraries are in touch with our Technology Department daily by telephone and send a messenger to pick up and return the materials they borrow.
>
> "A member of the staff of the King County Library personally picks up the materials which they borrow.
>
> "Our own messenger transports material borrowed by and lent to the University of Washington Library.
>
> "With these exceptions, postal service is used. We can furnish Xerox copies at 10¢ per page. We also have available Docustat, Dennison and Contoura equipment."

At the same time Mr. Youngs reported on these methods of handling interlibrary loan, the library also supplied a library-by-library breakdown of their 10,295 volumes which they loaned in 1966. They have not made a similar breakdown of 1967 and 1968 loans, although the staff offered to do so if it were needed for this Report. Because of the time element for both Seattle Public Library and the Analyst it was decided that 1966 data would be sufficient to give some idea of the whole spectrum of interlibrary loans by the Seattle Public Library.

Total number of books loaned (1966)	10,825
Total number of libraries to whom loaned	319
Number of these which were Washington libraries	121
Number of libraries in the Pacific Northwest Region outside Washington	82
Number of libraries outside the Pacific Northwest	126
Total number of these libraries within the Pacific Northwest Region	203
Of the 203 the ones who do NOT belong to PNBC	10 public libraries 10 academic libraries 6 special libraries 1 school library
The total volumes loaned to the 27 non-members of PNBC	98
Number of books loaned to King County	2,531
Number of books loaned to Boeing	4,541
Number of books loaned through regular interlibrary loan	3,753
Total number of books borrowed by Seattle Public Library	629
Total number of libraries from which these books were borrowed	94
Of the 94, the number of Washington libraries	11
Of the 94, the libraries in Pacific Northwest Region outside of Washington	11
From these 22 libraries in the Pacific Northwest total books borrowed	269
Of the total books borrowed the percentage available in the region	42.76%

CONCLUSION OF PART TWO

CONCLUSION, PART TWO

From questionnaires returned, observations made, reading pursued, records examined, and interviews held some generalizations regarding the INTERLIBRARY LOAN PRACTICES AMONG THE LIBRARIES OF THE PACIFIC NORTHWEST seem valid.

In spite of 3 decades of interlibrary cooperation through the formal structure of PNBC, there is much informal interchange of resources among the libraries within the Pacific Northwest. Then, too, there is the direct contact between the individual libraries of this region and other libraries throughout the country. Considerable lending and borrowing extends, as well, beyond the country's boundaries to other parts of the world.

While the purpose and intent of this Study was to cover the PNBC in detail and the other aspects of regional interchange in general, the complete picture revealed many extra-PNBC activities. A close-up of the large libraries of the Pacific Northwest indicated the remarkable spirit of generosity that characterizes their approach to others' use of their materials outside the region as well as within it.

Several factors contribute to the amount of interlibrary loan activity carried on in addition to that done through PNBC, among which are:

1. Some libraries are not members of PNBC and consequently must resort to other means for securing materials which they cannot supply from their own collections;
2. Several types of materials are not included in the Union Catalog of the Center; (Libraries are made aware of these omissions by categories and asked not to try the Center for them);

3. Geographical proximity to other libraries and familiarity through personal contacts with their holdings make it more convenient to deal directly with them, shortcutting time and eliminating many routines;

4. While great strides have been made in library development in all types of libraries throughout the Pacific Northwest since PNBC's organization in 1940 NO new libraries have been added to the ones whose holdings were originally recorded in the Center's Union Catalog.

5. There have developed other systems of interlibrary loan and informational services within the region and beyond its boundaries, among which have been:

   a. The Network of the National Library of Medicine with the designation of the University of Washington as one of the regional centers;

   b. The advent of the State Technical Services Act;

   c. The Book Catalog of the holdings of the Oregon State Library;

   d. Specific arrangements for direct interchange of materials and location information between certain libraries, such as the courier service between Western Washington State College and the University of Washington and the Washington State Library, and the special agreements made between the Boeing Company and the Seattle Public Library and the University of Washington;

   e. A RECIPROCAL LIBRARY PRIVILEGE POLICY, dated June 2, 1969 (A copy of the full agreement is reproduced in EXHIBIT J) among the University and 5 other public institutions of higher education. (Under the Section in this agreement entitled Definitions this statement is made: "This policy is an ancillary to interlibrary loan policy, not a substitute for it." In spite of this statement, it is inescapable that this broad, generous, virtually all-inclusive approach to the use of materials by each institution's "academic community" will have an effect on interlibrary loan.)

   f. The change in approach and structure to library service in the state institutions in Washington.

   g. The development of LITTY (Libraries of Idaho Teletype)

   h. Improvements in communications among libraries in Montana including IN-WATS lines from local public libraries to the State Library and a State telephone Network between the State institutions and the libraries in the State.

BIBLIOGRAPHY

BIBLIOGRAPHY

If by happy chance this Study has kindled any further interest in the subjects of Union Catalogs, Bibliographic Centers and Interlibrary Loan; or if those responsible for disposing of the recommendations herein, one way or the other, desire more and better information upon which to make decisions may we suggest these two readings as most worthwhile points of departure:

1. "Union Catalogs and Bibliographic Centers; A State-of-the Art Review," prepared by Hadwiga Kuncaitis for the State Library of Ohio, 65 South Front Street, Columbus, Ohio, 1968. 20 pages.

   (This brief historical resume contains a bibliography that has been very helpful in pursuing the subjects of union catalogs and bibliographic centers. Most of the titles in this bibliography were used during the course of this Study. Because we hope any truly interested reader will use the Kuncaitis paper we are not repeating those titles here.)

2. Nelson Associates, Inc.
   Interlibrary loan in New York State. A report prepared for the Division of Library Development of the New York State Library, New York. 1969.

   (Facetiously—and because we know they have a well-honed sense of humor—we might say that Nelson Associates told us more about interlibrary loan than we wanted to know; but very seriously, this remarkably fine study of the vigorous and imaginative New York program goes deeply and skillfully into its subject, giving a thorough treatment, the perusal of which will be beneficial to any librarian involved in interlibrary loan.)

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EXHIBITS

A NOTE REGARDING

EXHIBITS

An unusually large number of EXHIBITS are reproduced in this Study on the pages which follow. These several documents support and explain PNBC and/or form a significant part of its history. They are necessary as background for getting a truly clear picture of the Center and how it operates They have been referred to frequently in the main body of this Report.

This Study has been made and printed for the use of PNBC Council members, special committees of the Council and PNLA, Title III Advisory Councils, state agency officials, research teams and any other persons whose interest it is to know more about PNBC and interlibrary loan practices in the Pacific Northwest and whose responsibility it is to do something about them. As a tool for them, it is hoped that this will be more of a reference workbook than a standard report.

To be sure, most libraries already have all these materials—somewhere—but perhaps it will make the study task easier to have the information all in one place at one time.

EXHIBIT A

Editor's Note: This is a copy of the final draft of the Proposal for this study of PNBC as it was adopted by the PNBC Council at Vancouver, B.C., August 16, 1968.

August 1, 1968

TO: Miss Maryan E. Reynolds, State Librarian

FROM: Lura G. Currier, Office of the Washington State Library Network

RE: Proposal Regarding the Network and PNBC

In reply to your request for some data on the possible relationship of the Pacific Northwest Bibliographic Center and the Network Office of the Title III program currently being implemented by the Washington State Library for the libraries in the state of Washington we submit the following proposal for your consideration.

This proposal suggests that a Study be made of the PNBC by the Washington State Library through the Network Office, such Study to encompass those areas described herein.

Impetus for the Proposal

A series of factors - both historic and current - gives rise to the proposal for this Study. They include:

1. An awareness of the tremendous contribution which PNBC has made to Library Service in the Pacific Northwest;

2. The pride which the State of Washington shares with Oregon, Montana, Idaho and British Columbia in the pioneer leadership in library cooperation exemplified by and through PNBC;

3. A desire on the part of Washington to make absolutely certain that no project which it shall undertake under Title III shall in any way harm the operation of PNBC, lessen the effectiveness of its service to the Region, or impair the true library cooperation which this combined venture has long represented;

4. A realization that PNBC belongs to the entire Region and that Washington is only one of four states plus a Canadian province who jointly have responsibility for its operation, policies, procedures and support;

5. The recommendation made by Hayes and Becker in their PROPOSED LIBRARY NETWORK FOR WASHINGTON STATE that PNBC become the Switching Center for said network;

6. The present stage to which the Network has now developed where some decision regarding the location of the Switching Center must soon be made;

7. The current opinion being expressed widely by officials and members of PNLA, as well as by the Executive Committee of PNBC that the activities of PNBC should be surveyed and evaluated in light of recent developments in library service and automation.

Scope of the Proposed Study

The purpose of the Study is to fulfill two general functions:

A. Pinpoint the role which PNBC might play for Washington in the development of the Washington State Library Network;

B. Ascertain what effect the development of the Washington State Library Network might have on PNBC.

If the Study fulfills these two stated functions it will have to provide answers to the questions listed below as they relate to the state of Washington. To separate the Washington based activities of the PNBC will be, in fact, to study certain aspects of the entire Region since it is not likely that these questions could be answered in relation to Washington without their application to the other participants in PNBC also coming into focus.

1. What activities and/or services are now being carried on by PNBC?

2. From what libraries do requests for services come? And for what materials?

3. What is the time element now involved in filling the various types of interlibrary loan requests?

4. What effect will the development of the Area Centers in Washington as proposed by Hayes and Becker likely have upon PNBC as it now operates?

5. What changes would have to be made in PNBC to gear it up to becoming the Switching Center? In policies? In staff? In procedures? In equipment? In records? In finances? In location?

6. What effect would these changes have on its present service program?

7. If PNBC were to become the Switching Center for the Washington State Library network what then would be the relationship between Washington State and the other participants in PNBC?

8. If it were to be ascertained that PNBC is not to be the Switching Center then what would be the affiliation (or relationship) of PNBC with

    (a) The libraries in Washington State?
    (b) The Washington State Library?
    (c) The Office of the Washington State Library Network?

Mutual Responsibilities for the Study

If the Study were to be carried out in the scope involved in the above questions, there would be mutual responsibilities and relationships between the Washington State Library and the PNBC somewhat as outlined in the proposed agreements listed below.

WASHINGTON STATE LIBRARY AGREES TO:

I. Provide a qualified librarian in the capacity of Study Analyst who would conduct the Study and who would:

    A. Have these qualifications:

        1. A degree in library science from an ALA accredited library school

        2. Administrative experience in working with large units of library service including responsibility for interlibrary loan procedures and techniques

        3. Experience in making library studies and surveys

        4. Participation in planning activities for the Washington State Network

    B. Perform these duties:

        1. Have direction of the Study and be responsible for such progress reports as the Washington State Library shall require

        2. Submit a final Report of the Study with recommendations

        3. Work with the PNBC staff in carrying out the objectives of the Study

II. Provide such clerical and technical assistance as the Study Analyst and the State Librarian shall deem required to carry out the aims and objectives of the Study and to prepare its Report and recommendations

III. Assume responsibility for the salary and other necessary expenses of the Study Analyst and other employees who shall be involved in the Study

IV. Give the Executive Committee of PNBC the opportunity, through the medium of written proposals, to have extended throughout the Region any surveys or research which, as part of this Study, shall appear to have sufficient implications for and value to the entire Region to merit their being extended to include said Region, subject to the conditions stated in Item V. below

V. Submit to the Executive Committee of PNBC for informational purposes copies of

1. Research instruments to be used
2. Progress reports
3. Such findings as affect the Region as a whole
4. A copy of the final Report and its recommendations.

THE EXECUTIVE COMMITTEE OF PNBC AGREES TO:

I. Make known to the Staff of PNBC the intent and purpose of the Study and request their cooperation with the Study Analyst in carrying it out

II. Make available to the Study Analyst such records and information as he shall require to make the Study as herein described

III. Provide working space and equipment for the Study Analyst in the offices of PNBC, such to consist of nothing more than a desk, typewriter, filing drawer, and the use of whatever communication facilities are available to the PNBC staff

IV. Examine regularly the information which is transmitted, during the course of the Study, to the Executive Comittee and take whatever action is indicated in order that the progress of the Study may move without unnecessary delays

V. Pay whatever actual additional costs are incurred in extending the Study beyond the borders of the State of Washington into the entire Region in accordance with the agreements reached through the written proposals described in Item IV above under "Washington State agrees to ..."

EXHIBIT A

Estimated Time for the Study

While there is no way of knowing exactly how much time will be involved in a Study of this nature, it is assumed that the work in the PNBC office would require approximately 30 working days with additional time allotted for any field work which seems indicated as the work progresses. Writing of the Final Report would almost certainly have to be extended beyond this period. Whether the anticipated working days would be consecutive would depend upon other related responsibilities of the librarian selected to be the study Analyst and upon the convenience of the Staff of PNBC in relation to the amount of time which they could devote to providing the Study Analyst with materials, data and interviews.

EXHIBIT B

WASHINGTON STATE LIBRARY NETWORK

PNBC Study

Washington State Library
Olympia, Washington
98501

May 5, 1969

TO: Librarians of Washington Libraries Which Are Members of The Pacific Northwest Bibliographic Center

FROM: (Mrs.) Lura G. Currier, Analyst for PNBC Study

You are familiar, we feel sure, with the NETWORK which has been adopted by the Title III Advisory Council as Washington's plan for Interlibrary Cooperation under the Library Services and Construction Act.

One of the first steps in implementing the NETWORK is the in-depth study now being made of the Pacific Northwest Bibliographic Center to determine what the relationship should be between PNBC and the NETWORK. The enclosed questionnaire is an important part of this study.

Will you, or an appropriate member of your staff, please fill in the white copy of the questionnaire and return it to us in the enclosed envelope? You may keep the green copy for your files.

Could you possibly get it in the mail by Monday, May 12?

PNBC members in each state represented in PNLA are participating in this study. In Idaho, Montana and British Columbia the state agency heads will be sending copies of this questionnaire to member libraries in their states simultaneously with this mailing. Oregon has already completed its portion of the study and has issued a Report. The first portion (Part A) of the Questionnaire has been adapted freely from the form used by Oregon in order that the information gathered from all of the region will be comparable.

Thank you very much for your help in gathering this data. We hope that we can have 100% response from member libraries since the matters involved herein are of such importance to both PNBC and the Network.

Editor's Note: Covering letters of a similar nature, adapted to the particular situation, accompanied each of the different questionnaires. (See EXHIBIT Q)

L#1--PNBC Study--WSL--5/69

EXHIBIT C

Editor's Note: The Questionnaires (See EXHIBIT Q) were in some cases addressed to the member libraries rather than to specified individuals. To make certain that the Council members were made aware of the Study and to secure their cooperation in obtaining the needed information, the postal card reproduced below was sent to each individual listed on PNBC's roster of designated Council Representatives, and/or Head Librarians who are presumably serving in that capacity where no Council appointment has been made.

SPECIAL NOTE TO PNBC COUNCIL MEMBERS

As part of the study now being made of the Pacific Northwest Bibliographic Center in connection with implementation of the Washington Library NETWORK your library is this week receiving a questionnaire asking for information and opinion regarding its participation in PNBC. Because of your responsibility for PNBC as one of its Council members you will want to make sure your library responds to this questionnaire and that the information submitted by your Library reflects your ideas, too. This study of PNBC is extremely important to PNBC as well as to the NETWORK.

Thank you very much for following through on this.

May 5, 1969

(Mrs. Lura Currier, Study Analyst

EXHIBIT D

GRANT APPLICATION

Editor's Note: Among the efforts made by the Executive Committee of the PNBC Council to update the program and procedures of PNBC was a request to the Council on Library Resources in 1965 for a grant to be used as herein described in this copy of the application as it was submitted. The Council on Library Resources did not approve this application; but, nevertheless, it is reproduced here in order that the valuable information and concepts it contains may be made available to PNLA members who will be studying this Report in their deliberations on PNBC's future.

THE PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER: A PROPOSAL TO DEVELOP IT MORE FULLY AS A REGIONAL LIBRARY SERVICE

Presented to the Council on Library Resources
February, 1965

The Pacific Northwest Bibliographic Center was established by the Pacific Northwest Library Association in 1940 through a grant of $35,000 from the Carnegie Corporation, with the University of Washington Library as the host agency. In addition to providing rent-free quarters, the University furnished, as it has continued to do in the succeeding years, all equipment and furniture for the Center. It has also supplemented the staff substantially, particularly in the earlier organizational years.

HISTORY AND BACKGROUND OF THE CENTER

The Center now has a twenty-five year history of effective service to its region, chiefly in facilitating interlibrary lending by and among its member libraries. It has not, however, reached the full potential which its founders visualized for it. It is currently not serving the rapidly growing and dynamic libraries of its region as fully as had been hoped and as it might. The officers of the PNLA consequently feel that the time has come for a complete re-evaluation and analysis of the work and potential of the Center.

It is believed that the newer library technology, present and prospective, may provide the means through which the Center can become a more full-bodied and useful regional and national library agency. To make this possible the PNLA is here placing before the Council on Library Resources a request for a grant of $50,000 for an exhaustive and detailed study of the present work of the Center, its potential for wider service, and the feasibility of mechanizing and computerizing its operations.

PNBC is the direct outgrowth of over thirty years of cooperative effort among the librarians of the Northwest beginning with the organization of the Pacific Northwest Library Association in 1909. The Association realized, from its beginning, the need of a regional agency of some kind to promote and coordinate library activities of all kinds in its area with particular emphasis on acquisition and avoidance of unnecessary duplication of resources. This thinking and the cooperative efforts which flowed from it was rooted in the newness of the Pacific Northwest and the relative smallness and youth of its libraries. It was the hope and intent of the earlier officers of the Association that the emerging libraries should, insofar as possible, avoid the costly duplication found in the long established libraries of the older regions of the country. A Regional Center of some kind was conceived as the best means of achieving such coordination in the building of the libraries of the area.

The Bibliography Committee of the Pacific Northwest Library Association was empowered, in 1936, to seek funds for such a regional coordinating agency. This it did in a well thought out "Memorandum of Needs" which it placed before the officers of the Carnegie Corporation. This Memorandum envisaged the Center as functioning chiefly as a clearing house for coordination of library resources. To facilitate the work of the Center, a Regional Union Catalog of the holdings of the principal libraries of the region was proposed.

When the Carnegie Corporation, in 1940, responded affirmatively to the Memorandum, immediate steps were taken to create the Union Catalog. A first step was to secure designation of the Center as a Depository for the Library of Congress printed catalog cards, as issued. Seven thousand dollars of the grant was invested in purchase of a complete set of the existing L.C. cards. A large WPA work crew, at one time numbering as many as forty, was organized to file these cards, incorporating into them the John Crerar Library depository cards owned by the University of Washington.

The envisaged Clearing House and coordinating functions of the Center were definitely uppermost in the early activities of the Center. Its first Director, John Van Male, produced a major survey, published by the Association in 1943, on the subject holdings of all the larger libraries of the region. This book is a milestone in the history of the libraries of the Northwest.

Flowing directly from the Van Male survey, a "specialization" conference of the chief librarians was held in 1943. At this meeting a bold agreement on "specialization" was reached. It was recognized, however, that for really effective specialization of library resources curriculum and subject area agreements would need to be reached among the academic institutions of the area. The conference adjourned with a clearly expressed intent of calling a meeting of academic Presidents of the area.

The proposed meeting of Presidents, probably too ambitious and idealistic in concept, was never held. With the ending of World War II and the ensuing tidal wave of GI enrollments the academic institutions were quickly engulfed in the myriad problems of tremendous growth in every direction. As a result the coordinating and clearing house functions of the Center receded into the background. Center activity took the form, more and more, of serving as a regional interlibrary loan agency, a function it has performed very well.

FINANCING AND FUNCTIONING OF THE CENTER

Up until 1943 the Center existed on the original Carnegie grant and through the generosity of the University of Washington Library. In 1944, a formula for financial support by the member libraries, as worked out by Ralph Esterquest, the second Director of the Center, was adopted. This formula, plus the continuing support of the University of Washington Library, has kept the Center solvent, although on a rather meager basis.

From 1945 on the major work of the Center has been to maintain the Union Catalog, now grown to more than four million cards and to process a large volume of interlibrary loan requests. The interlibrary loan function has grown and flourished. The chief beneficiaries of this activity have probably been the smaller libraries of the region.

The maintenance of the Union Catalog has become increasingly cumbersome and costly as the Catalog has grown. Currently there exist supplementary alphabetic files not incorporated into the major alphabet because of the large amount of time required. Because of the lag in filing, use of the Catalog as an interlibrary location tool has become increasingly time consuming. A major need of the Center, if it is to continue its successful interlibrary lending function, will be to break this bottle neck.

THE SWANK SURVEY

In 1957 Raynard Swank was commissioned, as a part of the Ford Foundation financed Library Development Project to undertake a critical study and evaluation of the Center. One of the major Swank recommendations was to vest control of the Center in a Council which would have one member appointed by each contributing library. This Council would then elect from its membership a small Executive Council to serve as the managing body of the Center. This recommendation was quickly adopted.

Mr. Swank found the interlibrary function of the Center to be worthwhile and successful. He recommended that it be continued. He emphasized that the original Coordinating and Clearing House functions envisaged when the Center was created had languished and that the ambitious specialization agreement of 1943 had never been realized. He recommended that the Center again turn its attention to coordinating the major library resources of its area in somewhat the same way as the Midwest Interlibrary Center at Chicago does for its area. He pointed out that MILC does this without a Union Catalog.

Since the Swank survey the Center has continued to function chiefly in the established pattern of an Interlibrary Lending Agency. It has, under the tremendous growth of the libraries of its region, labored heavily to absorb the inflowing catalog cards from member libraries. Back log plus the large quantities of current inflowing cards have made the filing problems of the Center as well as the housing of cards formidable.

LOOKING TO THE FUTURE

There has, during these more recent years of exceptionally rapid library growth in the region been some rather wistful talk of printing the Union Catalog in book form, through computerization or otherwise. It seems clear that if the Center is to continue as a successful regional bibliographical asset, which it definitely has been, it must somehow surmount the problems of filing and other maintenance of the Union Catalog. The Center's usefulness would also be enhanced if it could, in one way or another, achieve the prime role originally conceived for it, as a regional clearing house and coordinating agency in all library matters, and particular in acquisition of resources.

Hopefully the evolving technology of mechanization of bibliographical processes as applied to the production of library catalogs might solve, or at least make less costly and onerous, the task of keeping the Union Catalog current in card filing and general maintenance. It might also make it more widely available to and used by the libraries of its region. These are the facts and considerations in which this grant request is grounded.

THE PROPOSAL

The Pacific Northwest Library Association would establish a small Executive Committee of from five to seven members, drawn from the staffs of the libraries which finance the Center. This Committee would include the Librarian of the University of Washington and the Chairman of the PNBC Executive Committee. It would be charged with full responsibility for organizing and directing the project.

The Committee would seek out, as Project Director, someone knowledgeable in both bibliographical matters and in the automative processes. It is hoped a salary of $20,000 offered such a person for a one year appointment would be sufficient to attract an outstanding person, possibly on a leave of absence basis. The appointed person would be authorized to carry the project forward in a comprehensive and forward looking manner. He would, however, have the close supervision as well as the advice and counsel of the Project Committee.

The Project Director would be commissioned to investigate and make definitive recommendations about what the functions and objectives of the Pacific Northwest Bibliographic Center should be in a changing library environment. He would be charged specifically to do the following things:

1. Investigate ways and means through which the Center might fulfill its original purpose of serving as a regional clearing house and coordinating agency in all library matters.
    a. If the study should indicate such coordination to be potentially fruitful in the present environment to suggest procedures and organizational machinery through which it could be realized.
2. Study carefully and exhaustively the present function of the Center in maintaining the Union Catalog, including the application, if feasible, of mechanized processes to keeping the Catalog in up-to-date, current status.
    a. Investigate in depth the advantages, disadvantages, and costs of a printed or otherwise mechanically reproduced, Book Catalog as compared with the present Catalog on cards.
    b. Make definitive recommendations if the study should indicate a clear advantage for one form over the other.
3. Investigate in depth, with appropriate recommendations, the value and efficiency of the Center in its principal work of facilitating interlibrary lending for the libraries of the region.
4. Carry out the entire project with the thought that the recommended program and activities for the Center would be structured to fit the libraries of the Northwest and their resources into a possible automated national or continental network of regional library reservoirs.

EXHIBIT D

THE PROPOSED BUDGET

Director		$20,000
Supporting Professional Personnel		10,000
Clerical Staff (@ $400 per mo.)		
1 - FTE	$4800	
½ - FTE	2400	7,200
Equipment and Space Rental		1,000
Supplies, printing and misc.		800
Travel		1,000
For Allocation		10,000
TOTAL		$50,000

The above Budget would, it is believed, permit a significant and fruitful attack on the problems and objectives of the Pacific Northwest Bibliographical Center as a regional library agency. It is the hope of the PNLA that the findings and recommendations might serve as prototype for the applications of computerization and/or other mechanization to the functions of regional library centers generally. Hopefully it might point the way toward an integrated and effective network of regional library centers.

The entire Project would be under the general supervision of the Director of the University of Washington Library, the host Library. Detailed administration would be in the hands of the Project Committee. All funds would be entrusted to and expended by the University of Washington on a modest service fee basis. The existing health, insurance, and retirement benefits of the University of Washington would be applied to the Project staff. The University efficiently and smoothly discharged a similar responsibility for the Library Development Project of the late fifties.

It is believed that a period of approximately one year would be required for the study. A specific time is not indicated in order that the Director may be free to either expedite the research and study or to continue it over a longer period as the progress of the investigations and availability of personnel may require. The $10,000 budget item "for allocation" is intended to give the Director fluidity of action. Experience with the Ford Foundation financed Library Development Project of the PNLA indicates that there may be, as the study progresses, unforseen facets and needs of the study which will require substantial budgetary adjustment and funding.

It is the thought of the petitioning officers that the Director may need to use the money available for "allocation" in concentrated research of some kind. Or he may wish to use it to command the advice and counsel, on a consultant basis, of the very most competent, knowledgeable, and experienced people working in the area of automating the bibliographical processes. He may, on the contrary, find it desirable to extend some phase of the research or experimentation substantially beyond a year. Fluidity in carrying forward a project which may take many unforseen turns is deemed essential.

It is the hope that the study will result in a significant document for publication. This the PNLA would plan to publish within the project funds. Hopefully such publication might be a significant forward step in applying automative processes to literature controls generally.

IN SUMMARY

We, the undersigned officers of the PNLA, are confident that the Proposal set forth above would be a vitalizing factor in the ongoing development and use of libraries in the Northwest, permitting each Library to more fully utilize the bibliographical strengths and resources of the region and the Nation while itself being similarly increasingly utilized. The present Bibliographical Center was, in its earliest years, a tremendously stimulating development to the libraries of the Northwest. It is our belief and ambition that the Project here proposed will update and modernize the Center enabling it to take an even more influential place in the development and use of libraries in its region and throughout the North American continent.

Original document signed:

Rodney K. Waldron
President of PNLA

Ruth McBirney
Chairman, PNBC Executive
Committee

EXHIBIT E

BY-LAWS of the

PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER

Adopted September 22, 1960

Re-adopted with Amendments August 16, 1968

PREAMBLE

> The by-laws of the Pacific Northwest Bibliographic Center must conform to this by-law of the PNLA, adopted 1958, and revised 1966, which establishes the administration of the Center.

PNLA By-Laws. Article VII.

Section 1. The responsibility for the administration of the Pacific Northwest Bibliographic Center shall be vested in a Council consisting of a representative selected by each library that subscribes to the support to the Center and is also an institutional member of PNLA and in an Executive Committee consisting of ex officio members and members selected by and from the Council.

a. All members of the Council and the Executive Committee shall be active members of PNLA.

b. Library supporters not having PNLA institutional memberships may attend Council meetings but have no vote.

Section 2. PNBC shall be governed by a set of By-laws established by its voting membership, which shall not be in conflict with the Constitution and By-laws of the PNLA.

Section 3. It shall be the responsibility of the Executive Committee to submit to the Council and the Board of Directors of PNLA, by August 15 of each year, a detailed report on the activities of the PNBC including a full financial statement.

PNBC COUNCIL BY-LAWS

ARTICLE I. Participation in PNBC

Participation in PNBC is limited to libraries contributing regularly to the support of the Center in accordance with such terms as may from time to time be established by the Executive Committee. Participation is ordinarily confined to libraries within the area of the PNLA or adjacent territory. The Executive Committee shall rule on requests for membership of libraries outside the PNLA area.

EXHIBIT E

ARTICLE II. Membership in the Council

1. Each participating library that is an institutional member of PNLA is entitled to membership in the Council of the PNBC, subject only to the following qualifications:

a. The person designated to act as the library's representative must be an active member of PNLA.

b. Prior to May 1 of each year, the name of the person connected with and designated to act as the representative of the participating library on the Council of PNBC for the year beginning October 1 following, shall be submitted in writing to the Director of PNBC.

c. In the event that the representative is unable to attend a meeting of the Council of PNBC, a proxy may be designated. Such a proxy may be a staff member, holding active membership in PNLA, of the participating library or a member of the Council of PNBC, but no member may hold more than 5 proxy votes. The name of the proxy shall be submitted to the Director of PNBC at least two weeks in advance of the meeting.

2. Each participating library that is not an institutional member of PNLA may designate a representative to attend Council meetings but have no vote, subject to the following qualification:

a. Prior to May 1 of each year, the name of any such person shall be submitted in writing to the Director of PNBC.

ARTICLE III. Voting

Each participating library that is an institutional member of PNLA shall have one vote on the Council, subject to the following qualifications:

1. Prior to the commencement of a meeting each representative or proxy shall claim from the Director of PNBC or his duly authorized representative the voting card or cards to which he is entitled, which cards shall constitute his authorization to vote.

2. At such times as the Executive Committee feels that a vote of the Council should be taken by mail the Committee may require it. Ballots shall be sent to all Council members. The date after which ballots received may not be counted must be indicated. A majority of the votes received will decide the question.

3. The Executive Committee may vote by mail, if in the opinion of the Chairman the operation of the Center will be adversely affected by postponement.

ARTICLE IV. Meetings

1. There shall be an annual meeting of the Council at the annual conference of PNLA.

2. Other meetings of the Council may be called by the Executive Committee.

3. All members of the Council shall be notified in writing of all meetings at least four weeks in advance.

ARTICLE V. Quorum

The Common Law quorum rule that those present regardless of number shall constitute a quorum shall be followed for Council meetings.

ARTICLE VI. Executive Committee

An Executive Committee shall be elected by and from the Council to perform the duties of a Board of Trustees for the operation of the PNBC. It shall have ex officio members as provided in the by-laws of PNLA.

1. Elected Membership.

    a. The Executive Committee shall consist of five persons, in addition to the two ex officio members provided below, Section 3a, elected by the Council for a term of 3 years each. Following the first election the Executive Committee members shall by lot draw for terms so that 2 shall be for 3 years, 2 for 2, and 1 for 1.

    b. No member may serve for more than two consecutive elected terms. A person appointed to fill in an unexpired term is eligible to serve 2 consecutive terms as an elected member of the Executive Committee.

    c. Vacancies due to resignation or other cause shall be filled by appointment by the Executive Committee for the remainder of the year. Election of a member to fill an unexpired portion of a term shall be conducted in conjunction with the election to fill expired terms of that year.

2. Nomination and election.

    a. A nominating committee of three members of the Council shall be appointed by April 15 of each year by the chairman of the Executive Committee which shall submit to the Executive Committee by June 15 a slate of nominees to fill vacancies on the Committee caused by expiration of term, resignation or other cause. The nominating Committee shall provide at least two nominees from the same state or province to fill each vacancy, and as comprehensive a coverage of types of libraries considering size and kind, as is possible.

EXHIBIT E

b. Elections for Executive Committee members shall be by ballot at the annual meeting of the Council.

3. Organization of the Executive Committee.

a. In addition to the five elected members, the director of the library housing the PNBC and the President of the PNLA shall be ex officio members with full voting rights.

b. The Executive Committee shall elect annually from within its membership a chairman and this chairman shall also serve as chairman of the Council.

c. The Director of the PNBC shall ex officio serve as secretary of the Executive Committee and of the Council without right to vote.

d. The quorum of the Executive Committee shall be four voting members.

4. Duties

a. The Executive Committee shall meet at least twice annually and shall be responsible for the operation of the PNBC.

b. The Executive Committee shall call meetings of the Council at least annually.

c. It shall keep minutes of all meetings and shall report to the Council and to the PNLA at least annually.

d. The annual budget for the PNBC shall be approved by the Executive Committee. With any recommendation made by the Committee relating to the financial support of the Center, the budget shall be submitted to the Council at its annual meeting.

e. It shall be the responsibility of the Executive Committee to submit to the Council of the PNBC and to the Board of Directors of the PNLA at least two weeks in advance of the Association's annual meeting, a detailed report on the activities of the PNBC, including a full financial statement.

ARTICLE VII. Committees

Both the Council and the Executive Committee may establish such committees as are necessary to the carrying out of their duties. Such Committees shall report in writing to the chairman of the Executive Committee.

ARTICLE VIII. Rules of Order

The rules contained in Robert's Rules of Order, Revised, shall govern the Council and Executive Committee in all cases to which they are applicable, and in which they are not inconsistent with these By-Laws.

EXHIBIT E

ARTICLE IX. Amendment of By-Laws

These By-Laws may be amended at any business meeting of the Council, or by mail vote, provided notice of the proposed amendment shall have been given in writing to all the Council members not less than sixty days prior to the sending out of the ballot by mail. A majority vote in either case shall be required for the adoption of an amendment.

EXHIBIT F

Editor's Note: This is an exact copy of the Report of the Special Committee to determine the relationship between PNBC and PNLA. It was submitted as a committee report in the October 1966 PNLA QUARTERLY.

REPORT OF THE COMMITTEE ON THE RELATIONSHIP BETWEEN PNLA AND PNBC

It is the concensus of opinion of the committee that the relationship between P.N.L.A. and P.N.B.C. is clearly that of the creator and the created. P.N.L.A. is the parent body.

The preamble to the By-laws of P.N.B.C. adopted September 22, 1960 states "The by-laws of the Pacific Northwest Bibliographic Center must conform to this by-law of the P.N.L.A., adopted 1958, which establishes the administration of the Center."

We believe that Section 1 of Article VII of the P.N.L.A. By-laws is very explicit that the responsibility for the administration of P.N.B.C. has been delegated by P.N.L.A. to a Council made up of contributors to the support of the Center and an Executive Committee elected by it. Furthermore, it expressly provides that the President of P.N.L.A. and the Director of the library housing P.N.B.C. shall be ex officio members of the Executive Committee of P.N.B.C. with full voting rights. This makes the relationship between the two even closer.

Section IV provides that the annual meeting of the Council will be held in conjunction with the annual meeting of P.N.L.A. This strongly implies a close relationship.

Section V states that the Executive Committee of P.N.B.C. is to submit to the Council and to the Board of Directors of P.N.L.A. a detailed report on its activities, including a full financial statement. This emphasizes the responsibility of P.N.B.C. to report regularly to the "parent body".

The committee interprets this to mean that there is no question about it: P.N.L.A. created P.N.B.C.; it was and is the parent body. For example, since P.N.B.C. was established by P.N.L.A., P.N.L.A., therefore, would have the power to abolish it if it so desired. P.N.B.C. is responsible to P.N.L.A. P.N.L.A. is responsible for P.N.B.C. It has only delegated this responsibility to the Council and its Executive Committee.

Respectfully submitted,
Mrs. Jean Davis, Mrs. Beatrice Eigher,
Eli Oboler, Elizabeth Findly, Chairman

ADDITIONAL NOTES

The committee is of the opinion that there is at least one matter that the Executive Board of P.N.L.A. might wish to consider further: It is now possible for persons to serve on the Executive Committee of P.N.B.C. who are not members of P.N.L.A. Perhaps it should be provided that a person must be a member of P.N.L.A. to serve on the Executive Committee. The By-laws would have to be changed but this could be done.

Mr. Oboler would like to go further and suggest that all libraries who participate in P.N.B.C. would be required to have an institutional membership in P.N.L.A. The other committee members do not agree. A.L.A. benefits non-members as well as members; trade unions often benefit non-union members along with the members of the union, etc.

EXHIBIT G

COUNCIL REPRESENTATION

Editor's Note: Below is a reproduction of the form sent out annually by PNBC in order to get from member libraries the name and PNLA AFFILIATION (see Table II and text on page [illegible]) of their chosen representatives on the PNBC Council, the governing body of the Bibliographic Center.

SAMPLE

Dear PNBC Member:

We need the name of the head librarian or other staff member selected to represent your library on the PNBC Council for the coming year, October 1, 19__ - September 30, 19__. The PNLA Constitution has been revised and now requires all individual members of the PNBC Council and its Executive Committee to be active members of PNLA. In addition, only those Council members representing libraries with institutional memberships in PNLA may vote or serve on the Executive Committee, although all may attend Council meetings.

Please fill in the name of your Council representative below, check the appropriate square as to institutional membership in PNLA, and return this form to PNBC by May 1. Please do this without fail as the naming of a Council representative is necessary for membership on the Council and exercise of voting rights.

Our representative on the PNBC Council to serve for the year beginning October 1, 19__, is:

*Name ______________________________

*Must be a member of PNLA.

This library is ☐ is not ☐ an institutional member of PNLA.

Return to:
Pacific Northwest Bibliographic Center
University of Washington Library
Seattle, Washington 98105

____
Librarian's signature

EXHIBIT H

NATIONAL INTERLIBRARY LOAN CODE, 1968

Adopted by the American Library Association, June 27, 1968

I. Definition

Interlibrary loans are transactions in which library materials are made available by one library to another for the use of an individual; for the purposes of this code they include the provision of copies as substitutes for loans of the original materials.

II. Purpose

The purpose of interlibrary loans is to make available for research, materials not owned by a given library, in the belief that the furtherance of knowledge is in the general interest. Interlibrary loan service supplements a library's resources by making available, for the use of an individual, materials from other libraries not owned by the borrowing library.

III. Responsibility of Borrowing Libraries

1. It is assumed that each library will provide the resources to meet the study, instructional, informational, and normal research needs of its users, and that requests for materials from another library will be limited to unusual items which the borrowing library does not own and cannot readily obtain at moderate cost. Requests for individuals with academic affiliations should be limited to those materials needed for faculty and staff research, and the thesis and dissertation research of graduate students.

2. Thesis topics should be selected according to the resources on hand and should not require extensive borrowing from other libraries. If an individual needs to use a large number of items located in another library, he should make arrangements to use them at the library.

3. The borrowing library should screen carefully all applications for loans and should reject those which do not conform to this code.

IV. Responsibility of Lending Libraries

1. In the interests of furthering research it is desirable that lending libraries interpret as generously as possible their own lending policies, with due consideration to the interests of their primary clientele.

2. A lending library has the responsibility of informing any borrowing library of its apparent failure to follow the provisions of this code.

EXHIBIT H

V. Scope

1. Any type of library material needed for the purpose of research may be requested on loan or in photocopy from another library. The lending library has the privilege of deciding in each case whether a particular item should or not be provided, and whether the original or a copy should be sent.

2. Libraries should not ordinarily ask, however, to borrow the following types of materials:

   a. U.S. books in print of moderate cost

   b. Serials, when the particular item needed can be copied at moderate cost.

   c. Rare materials, including manuscripts

   d. Basic reference materials.

   e. Genealogical, heraldic, and similar materials

   f. Bulky or fragile materials which are difficult and expensive to pack (e.g. newspapers).

   g. Typescript doctoral dissertations, when fully reproduced in microfilm and readily available.

VI. Expenses

1. The borrowing library assumes the responsibility for all costs charged by the lending library, including transportation, insurance, copying, and any service charges. If the charges are more than nominal, and not authorized beforehand by the borrowing library, the lending library should inform the requesting library and ask for authorization to proceed with the transaction. Borrowing libraries should try to anticipate charges, such as for copies, and authorize them on the original request.

2. It is recommended that in the interests of efficiency the lending library absorb costs which are nominal, such as for postage.

VII. Conditions of Loans

1. The safety of borrowed materials is the responsibility of the borrowing library. In case of loss or damage the borrowing library is obligated to meet all costs of repair or replacement, in accordance with the preferences of the lending library.

2. The borrowing library is bound by any limitations on use imposed by the lending library. It is recommended to lending libraries that any limitations (such as "for use in library only") be based on the physical condition or the bibliographic character of the particular item rather than be imposed on all materials lent.

3. Unless specifically forbidden by the lending library, copying by the borrowing library is permitted provided that it is in accordance with copyright law and American Library Association policy.

VIII. Placement of Requests

1. Libraries should exhaust local resources and make an effort to locate copies through the use of bibliographical tools, union lists, and union catalogs. Requests should be made to one of the nearer institutions known to possess the desired material. Care should be taken, however, to avoid concentrating requests on a few libraries.

2. In the absence of special agreements, requests should normally be placed by mail using the standard ALA forms, or by teletype using a format based on the ALA interlibrary loan form. When an urgent request is made by telephone, this initial request should be immediately followed by the confirming ALA form.

IX. Form of Request

1. Materials requested must be described completely and accurately following accepted bibliographic practice.

2. Items requested should be verified and sources of verification given, and for this purpose borrowing libraries should have access to basic bibliographic tools. When the item requested cannot be verified, the statement "Cannot verify" should be included with complete information on the original source of reference. If this provision is disregarded and the bibliographic data appear to be incorrect, the request may be returned unfilled without special effort to identify the reference.

3. The name and status (position or other identifying information) of the individual for whom the material is being requested should be included on the request form.

4. A standard ALA interlibrary loan form should be used for each item requested (or an ALA photoduplication order form, when it is known that copies will be supplied and payment required).

5. All correspondence and shipments should be conspicuously labeled "Interlibrary Loan."

EXHIBIT H

X. Duration of Loan

1. Unless otherwise specified by the lending library, the duration of loan is normally calculated to mean the period of time the item may remain with the borrowing library, disregarding the time spent in transit.

2. The borrowing library should ask for renewal only in unusual circumstances, and a second renewal should never be asked for without a specific explanation. The renewal request should be sent in time to reach the lending library on or before the date due. The lending library should respond to renewal requests promptly; if it does not, it will be assumed that renewal for the same length as the original loan period is granted.

3. Material on loan is subject to recall at any time and the borrowing library should comply promptly.

4. The loan period specified by the lending library should be appropriate to the type of material.

XI. Notification and Acknowledgment

1. The lending library is expected to notify the requesting library promptly whether or not the material is being sent; if the material cannot be supplied, the lending library should state the reason.

2. Except in the case of very valuable shipments, no acknowledgment of receipt is necessary. If there is undue delay in receipt, however, the receiving library has a responsibility to notify the lending library so that a search may be initiated promptly.

XII. Violation of Code

Continued disregard of any of the provisions of this code is sufficient reason for suspension of borrowing privileges.

EXHIBIT I

INTERLIBRARY LOAN CODE FOR IDAHO LIBRARIES

Subsequent to the publication of the Model Interlibrary Loan Code in the July, 1968 issue of the IDAHO LIBRARIAN, a revised code was received from the Reference Services Division of ALA. The material which varies from the Idaho Code is in italics.

This code *is a voluntary agreement* adopted by the Idaho Library Association on May 3, 1969 *to govern* interlibrary lending among libraries in the state of Idaho. Although correlated with the A.L.A. National Interlibrary Loan Code (*published in draft form in the A.L.A. Bulletin April 1968, v.62, p. 409-411*) this local code *is intended to promote a more liberalized interlibrary loan policy among the libraries adopting it. It is based on the premise that lending among libraries for the use of an individual* in the State of Idaho *is in the public interest and should be encouraged. However, liberal interlibrary lending should be no substitute for the development of adequate collections based on the needs of the service areas represented, in libraries and library systems.*

This code may be further expanded or modified to meet the particular interests of participating libraries.

The American Library Association has published a procedures manual suggested for use in implementing the national code; libraries requesting materials on loan under the provisions of the local code are urged to follow the recommendations of the manual whenever feasible.

I. Definition
   1. Interlibrary loans are transactions in which library materials are made available by one library to another; for the purposes of this code they also include the provision of copies as substitutes for loans of the original materials.

II. Purpose
   1. *Since it is increasingly evident that it is impossible for any one library to be self-sufficient, and in the belief that the furtherance of knowledge is in the general interest, interlibrary borrowing and lending is regarded by the libraries subscribing to this agreement as essential to library service.*

III. Responsibility of Lending Libraries
   1. Lending libraries will practice as liberal and unrestrictive a policy as is possible in interlibrary loans, with due consideration to the interests of their primary clientele.
   2. Lending libraries have the responsibility of informing borrowing libraries of any failure to observe the provisions of this code, *and if necessary may invoke the provisions stated in Sec.* XII.

IV. Responsibility of Borrowing Libraries
   1. It is recognized that interlibrary lending does not relieve any library of the responsibility of developing its own collection. Each library will provide the resources to meet the ordinary study, edu-

cational, instructional, informational and research needs of all of its users. Requests to borrow from other libraries will be limited to those items which the library might not be expected to own. No library should depend upon another to supply the normal needs of its clientele except under special agreement for such service.

2. Borrowing libraries will make every effort to exhaust their own resources before resorting to interlibrary loans.
3. Borrowing libraries will screen carefully all applications for loans, rejecting those which do not conform to this code. *(See also Art. VII, Condtions of Loans; Art. IX, Form of Request)*

V. Scope

1. Any type of library material needed for the purposes of study, instruction, information, or research may be requested on loan or in photocopy from another library. The lending library has the privilege of deciding in each case whether a particular item should or should not be provided, and whether the original or a copy should be sent. These decisions *may be determined* by the nature of the material or its phsical condition, the degree of active demand for the material (or other reasons specifically indicated in this agreement).
2. Under the terms of this agreement it is permissible to request on interlibrary loan:
   a. Materials collected in specialized subject fields and in special *nonrestricted* collections.
   b. Materials collected under special acquisition agreements.
   c. Materials bought under special grant or other programs intended to promote economical use of the total resources of the area.
   d. Reference *materials* whenever lending might not hinder the service of the lending library.
3. Under the terms of this agreement, borrowing libraries will not *ordinarily* request:
   a. *Books in current and/or recurring demand*
   b. Bulky or fragile materials
   c. Rare materials
   d. *A large number of titles for one person at any one time*
   e. *Duplicates of titles already owned*
   f. *Materials which can be copied cheaply*
   g. *Materials for class, reserve, or other group use*
   h. Non-circulating or reference materials in their own collection.*
4. Each participating library will *prepare* a statement of its interlibrary loan policies and procedures to further supplement the national and state code and will make this statement available to all *participating libraries.*

VI. Expenses

1. The borrowing library *should be prepared to assume any* costs charged by the lending library as agreed upon in this code. If the charges

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*This was in the Idaho code but does not appear in the National code.

are more than nominal, and not authorized beforehand by the borrowing library, the lending library will inform the requesting library and obtain authorization to proceed with the transaction. Borrowing libraries *should attempt* to anticipate charges and authorize them on the initial request.

2. *In the interests of efficiency the lending library may agree to absorb nominal costs for:*
    a. *Postage*
    b. *Photocopying*
    c. *Insurance*
3. *Libraries may make special contractual or other arrangements, including financial reimbursement or other adjustments, in recognition of service contributions from libraries whose resources are used extensively under this agreement.*

VII. Conditions of Loans

1. The safety of borrowed materials is the responsibility of the borrowing library. The borrowing library will meet all costs of repair or replacement in accordance with the preferences of the lending library.
2. The borrowing library will honor any limitations on use imposed by the lending library.
3. *The borrowing library is responsible for returning loans promptly and in good condition.*
4. *Unless specifically forbidden by the lending library, it is assumed that copying is permitted, provided that it is in accordance with copyright law and A.L.A. policy and further, provided no damage to the original volume will result.*

VIII. Placement of Requests

1. *Special arrangements for lending of materials by designated resource libraries may be made within the context of this agreement. Requests should be routed through such established channels as may be agreed upon by libraries participating in a local, state, or regional plan for library service.*
2. *Every effort will be made to locate materials through available local, state, and regional union catalogs, book catalogs, and union lists.*
3. *Requests may be made by mail, or transmitted by special or regularly scheduled messenger service, using the standard A.L.A. form or the A.L.A. photoduplication form (or a mutually acceptable form) or by teletype, using a format based on the standard form. Telephone requests will be confirmed by the mailing of the standard form unless the lending library waives this record.*
4. *No library will lend directly to an individual on an interlibrary loan basis, except with specific permission of the borrowing library.*

IX. Form of Request

1. Materials requested must be described as completely and accurately as possible following accepted bibliographic practice.
2. *All items requested shall be verified in standard bibliographic*

tools and sources of verification cited. When the item requested cannot be verified, the statement "cannot verify" shall be indicated, and complete information as to source of reference furnished.

3. If verification is disregarded, or the bibliographic data is incorrect, *and unless special agreement otherwise provides,* the lending library *may* return the request unfilled.
4. The name and *status (position or other identifying information)* of the individual for whom the material is being requested shall appear on the request form.
5. All requests and shipments shall be conspicuously labeled "Interlibrary Loan."

X. Duration of Loan
1. Unless otherwise specified by the lending library, the duration of the loan shall be calculated as the time the item is to be in the borrowing library, disregarding the time spent in transit. *The period of loan shall be that ordinarily extended by the lending library.*
2. Renewal requests shall be kept to a minimum. The renewal request shall be sent in time to reach the lending library on or before the due date. The lending library should respond to renewal requests promptly; if it does not, it *will* be assumed that renewal for the same period as the original loan is granted.
3. The loan period specified by the lending library *should* be appropriate to the type of material.

4. *The borrowing library is responsible for returning interlibrary loans promptly and in good condition.*

XI. Notification and Acknowledgement
1. The lending library shall notify the *borrowing* library promptly whether *or not* the material is being sent; if the material cannot cannot be supplied, the lending library shall state the reason.
2. Except in the case of very valuable shipments, no acknowledgement of receipt is necessary. If there is undue delay in receipt of shipments, the *borrowing* library shall notify the lending library so that a search may be initiated.

XII. Violation of the Code
1. Continued disregard of the provisions of this code shall be sufficient reason for suspension of borrowing privileges.

EXHIBIT J

UNIVERSITY OF WASHINGTON LIBRARIES
OFFICE OF THE DIRECTOR

General Order 42

June 2, 1969

RECIPROCAL LIBRARY PRIVILEGE POLICY
(Six Washington State Institutions of Higher Education)

The *attached statement of reciprocal library privileges for members of the faculty, professional librarians, and administrative officers has been agreed upon by the members of the Washington Higher Education Library Committee, consisting of the Directors of Libraries of the several institutions and the State Librarian and Director of the School of Librarianship as ex officio members. It is being promulgated at this time to give it official status and wider publicity on this campus. Similar action is being taken on the other five campuses.

Any questions about the specific application of the policy should be addressed to the Assistant Director of Libraries for Public Services.

Signed:
Marion A. Milczewski
Director of Libraries

MAM:ran
Attachment

* The "attached statement" follows on the next pages.

Attachment to
General Order 42

RECIPROCAL LIBRARY PRIVILEGE POLICY

(Six Washington State Institutions of Higher Education)

The Reciprocal Library Privilege Policy of the Washington Higher Education Library Committee affirms the principle of interlibrary cooperation and acts as a basis for mutual use of library collections by members of the academic communities of all participating institutions. The policy serves as a guide to mutually acceptable policy and procedure in the administration of such privileges, but does not answer all questions pertaining to library privileges for such patrons. The effective administration and functioning of this program depends upon the adherence of the participating institutions and individuals to some basic principles to make regulations somewhat uniform.

I. Purpose

The purpose of this policy is to make the library resources of all state-supported institutions of higher learning in the State of Washington available to members of the academic communities of those institutions. A further purpose is to encourage the statewide adoption of uniform procedures in the interest of maximum availability of library materials to scholars in Washington state-supported institutions of higher learning and in the interest of effectiveness, efficiency, and economy.

II. Definitions

1. Reciprocal Library Privilege extends permission to use the library collections of Central Washington State College, Eastern Washington State College, Evergreen State College, University of Washington, Washington State University, and Western Washington State College by members of the academic communities (as defined in paragraph II.2) at any of those institutions.

2. The academic community is defined as those members of an institution who hold regular teaching appointments in the rank of instructor or above, those who hold research appointments with ranks equivalent to those of the teaching faculty, those who have appointments as professional librarians, and those who hold administrative positions which are directly related to the academic pursuits of the University.

3. This policy is an ancillary to interlibrary loan policy, not a substitute for it.

III. Responsibilities

1. Reciprocal Library Privilege is a courtesy extended to members of the academic communities of state-supported institutions of higher learning in Washington. It is not a right; furthermore it is a courtesy

dependent upon the cooperation of all participating institutions.

2. Participating libraries and patrons are responsible for understanding and abiding by the purpose and limitations arranged under the agreement.

3. Libraries will not lend library materials which are not loaned to resident members of the academic community.

4. Library materials will be loaned to members of the various academic communities upon presentation in person of official identification which should reflect the academic nature of the holder. The lending institution will issue identification appropriate to its system.

5. Borrowers assume personal responsibility for the return of materials to the institution from which it was borrowed.

6. The library of a patron's home institution will cooperate with the lending institution in the enforcement of stipulations of this policy. In the case of delinquency, the patron's home library will assume responsibility for obtaining the return of overdue materials, and in assisting in the collection of fines, charges for lost or mutilated materials, etc.

7. Repeated violations of this policy by a patron may result in the loss of his library privileges at any or all cooperating institutions.

IV. Conditions of Loan

1. Reciprocal Library Privileges are not a substitute for interlibrary loans. Loans are made personally to participants. Mail requests are handled in regular interlibrary loan channels.

2. Almost any materials owned by a library may be loaned. The lending library alone must decide in each case whether a particular loan should be made; however, institutions are encouraged to grant the same privileges as those given to resident members of the academic community.

3. The purpose of the Reciprocal Library Privilege is to encourage and promote research; therefore, patrons should not request the following types of material: (1) books for class use; (2) current books for which there is current demand, anticipated demand, or a recurring demand in the lending library; and (3) materials considered to be rare, fragile, irreplaceable, or a part of a collection which does not circulate.

4. The safety of the borrowed material is the borrower's responsibility from the date of their departure from the lending library to the date of their receipt back by the lending library.

5. In case of loss or damage, the individual borrower is obligated to meet the cost of repair, rebinding, or replacement.

6. The patron is bound by any special loan period designated by the lending library.

7. Renewals, if permitted by the lending institution, should be requested either (1) in person on or before the due date, or (2) in writing at least five days in advance of the due date.

8. Materials may be recalled at any time at the discretion of the lending library. Patrons should promptly comply and libraries in the program should help enforce compliance.

V. Expenses

1. Payment of return transportation costs is to be met by the individual borrower and items should be returned directly to the lending institution on or before the due date or as soon after recall as possible.

2. Borrowers should insure at their expense any valuable items during transit.

EXHIBIT K

Editor's Note: Near the end of the fiscal year each member library is sent a card asking for the amount of its total anticipated operating funds for the coming year. Upon receipt of this information each library is then presented with a copy of the form reproduced below explaining the financial plan whereby PNBC is supported and giving the assessment for that particular library for the ensuing year.

PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER

FINANCIAL PLAN

(1) College, university, and other libraries whose budgets do not include buildings and grounds maintenance costs and whose annual incomes are in excess of $25,000 will be asked to subscribe one-fourth of 1 per cent of their incomes.

(2) Public libraries with incomes in excess of $25,000 will be asked to subscribe one-fourth of 1 per cent of an amount equal to four-fifths of their incomes. The 20 per cent discount compensates for buildings and grounds maintenance.

(3) No library will be asked to subscribe an amount in excess of $1,000.00.

(4) All libraries with annual incomes between $5,000 and $25,000 will be asked to subscribe sums of from $20 to $40, according to this scale:

	Amount of Subscription	
Annual Income	College Libraries	Public Libraries
$ 5,000 to $10,000	$25	$20
10,001 to 15,000	30	25
15,001 to 20,000	35	30
20,001 to 25,000	40	35

(5) Libraries whose incomes are less than $5,000 per year will not be asked for specific sums, but they will be informed concerning the plan and invited to make nominal payments.

METHOD FOR COMPUTING THE SUBSCRIPTION OF THE ____________________ LIBRARY

Annual Income: $______________. Apply paragraph__________, above.

Subscription: $______________.

EXHIBIT L

FINANCES—ASSESSMENTS

Editor's Note: The basis for PNBC membership dues lies in the annual expenditure of each library according to schedule shown in EXHIBIT K. This information is secured by PNBC from each library by means of a double postal card whose 2 message sides are reproduced below.

ADDRESSED TO THE MEMBER LIBRARY:

To the Librarian:

In accordance with the plan adopted by PNLA for the support of the Pacific Northwest Bibliographic Center, we are asking you to indicate your 1968 expenditures* on the attached card and return it within the next ten days. This will enable us to compute subscriptions and invite your continued support on January 1, 1969. If a special voucher form is required by your library for paying bills, please send it at this time. If you have comments or questions, we shall welcome a letter. Thank you.

Mollie Hollreigh, PNBC Director

*For calendar year 1968, or for your fiscal year ending in 1968. If figure not available, use best estimate.

ADDRESSED TO PNBC:

1969 Date ____________________

____

Name of Library

Total annual library expenditures: $ ____________________ *
(Include income from all sources)

Of the following items, please check the ones included in the above figure: (Capital expenditures may be omitted.)

☐ Salaries
☐ Books and Binding
☐ Misc. Normal Lib. Exp.
☐ Janitor Service
☐ Bldg. & Grds. Maintenance
☐ Other

*For our financial year __19__ to __19__.

Librarian ____________________

EXHIBIT M

PNBC BUDGET

1969-70

BALANCE JUNE 30, 1969 (OPERATING EXPENSES, JULY-DECEMBER, 1969)	$21,079.25	
Investment Assets June 30, 1969	16,874.35	
Estimated Income From Investments 1969-70	1,000.00	
Estimated Income From Member Libraries 1969-70	47,000.00	
*Estimated Income for Survey (Grants, Contributions, Federal Funds, etc.)	10,000.00	
BALANCE PLUS ASSETS AND ESTIMATED INCOME		$95,953.60

ESTIMATED EXPENDITURES:

Salaries(See breakdown next p.)	$46,264.00	
Retirement & Social Security	3,900.00	
Medical & Industrial Insurance	480.00	
Printing & Postage	1,800.00	
Supplies & Miscellaneous	200.00	
Travel	500.00	
Bank Charges	50.00	
National Union Catalog, Pre-1956 Imprints	900.00	
Total Operating Sub-total	$54,094.00	
*SURVEY: Salary, Travel Expenses, etc. for Anticipated Executive Director	25,000.00	
TOTAL ESTIMATED EXPENDITURES		$79,094.00
OPERATING BALANCE ASSIGNED TO 1970-71 BUDGET BEGINNING JUNE 30, 1970		$16,859.60

* The use of the term "survey" here refers to the Plan of the Executive Committee to hire an Executive Director and is not to be confused with this Currier Survey, which is being financed by funds from Title III of LSCA by Washington State Library, nor with the 1969 Clemmer Report, which was paid for by the Oregon State Library.

EXHIBIT M

PNBC STAFF AND SALARY SCHEDULE
As of payroll for October 1969

Position	Classification	Annual Salary	Assigned Time
Director	Director	$9,780	Full-time
Catalog Editor	Librarian II	7,956	Full-time
Library Assistant	LA II	5,640	Full-time
Library Assistant	LA I	4,680	Full-time
Secretary-Typist	Office Assistant II	5,052	Full-time
Library Assistant	LA I	2,244	Half-time
Clerk	Clerk I	2,300	Half-time (Hourly)
Student Help ($1.60-$1.80 per hour)		7,200 (4,500 hrs.)	Irregular
Work Study Help (25% of 2,000 hours)		800 (2 workers)	Irregular
	Total Expenditure for Salaries.	$45,652	

EXHIBIT N

Editor's Note: This information, copied exactly from the 1968-69 Annual Report of the Pacific Northwest Bibliographic Center, is reproduced here to furnish extra background data for study of the Center's financial situation.

PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER

Financial Summary, 1945 - 1969

INCOME (Incl. Misc. Receipts)	
1945-52	$87,969.68
1952-53	15,005.68
1953-54	15,473.90
1954-55	15,611.18
1955-56	17,604.59
1956-57	17,911.66
1957-58	22,324.35
1958-59	21,803.52
1959-60	24,380.86
1960-61	26,494.36
1961-62	28,183.21
1962-63	28,505.26
1963-64	33,599.98
1964-65	34,845.03
1965-66	36,457.33
1966-67	39,760.45
1967-68	42,102.38
1968-69	46,591.67
Total	$554,625.09
Investment Income	$ 7,807.23
Total Income	$562,432.32

EXPENDITURES	
1945-1968	
Salaries	$457,768.06
Annuity Payments	29,093.84
Medical and Industrial Insurance	2,352.16
Printing and Postage	19,930.08
Travel	6,122.22
Pre-1956 National Union Catalog	873.00
Library of Congress Catalog	1,250.00
Union List of Serials	125.04
John Crerar Cards	939.53
Stamps	2,458.62
Stationery & Supplies	1,122.94
Special Card Stock	794.91
Swank Survey	475.00
Bank Charges	353.08
Freight and Express and Mailing Charges	435.40
Compensating Tax	111.47
Foreign Exchange	28.12
Addressograph Service	36.71
Filing Cabinet	12.25
Telephone Toll	61.69
Tape Recorder	80.15
Photocopy Service	43.95
Steno Service	10.50
Total Expenditures	$524,478.72
Balance on Hand, June 30, 1969	$ 37,953.60*
Total Expenditures and Balance	$562,432.32

---

* Includes $16,874.35 in investments assets.

EXHIBIT O

Editor's Note: This is an abbreviated form of the "Union Catalog Inventory Report" which appears on page 12 of the 1968-69 Annual Report of PNBC.

UNION CATALOG INVENTORY REPORT (Abbreviated)

Number of Cards Received to Date (June 30, 1969)

Library of Congress	3,867,553	
John Crerar Library	455,497	
Reporting libraries	4,827,004	
Seattle Public (original comparing)	157,595	
U. of W.Law Library (original comparing)	28,322	
Oregon State Library (Typing project)	63,476	
Location Reports	22,378	
Miscellaneous	49,523	
Total		9,471,348

Number of Cards Removed to Date (June 30, 1969)

By coding and editing	4,491,105
Total cards in the Center	4,980,243

NOTE

Of this total 4,980,243 the PNBC Director estimates that:

The number in current filing is	734,864	
The LC cards transferred to separate University of Washington file	250,000	
The juvenile LC cards removed in 1957 and put in storage	25,223	
Total		1,010,087
making the total CARDS in CATALOG		3,970,156

EXHIBIT P

Editor's Note: Reproduced exactly from the 1968-1969 Annual Report of PNBC, these sets of figures represent the filing workload carried by the Center staff.

UNION CATALOG STATISTICS

July 1964 - June 1969

CARD RECEIPTS	1964-65	1965-66	1966-67	1967-68	1968-69
Library of Congress	73,975	95,348	74,177	44,266	49,934
Reporting Libraries	160,966	192,746	193,731	219,352	269,137
Location Reports	1,483	1,451	1,696	1,620	1,521
	236,424	289,545	269,604	265,238	320,592
FILING					
Library of Congress Cards	73,975	95,348	74,177	44,266	49,934
Cards from Reporting Libraries	197,589	215,219	180,953	127,815	267,270
	271,564	310,567	255,130	172,081	317,204
CARDS WITHDRAWN	243,395	255,463	175,237	118,839	254,753
UNION CATALOG					
Cards Added	271,564	310,567	255,130	172,081	317,204
Cards Withdrawn	243,395	255,463	175,237	118,839	254,753
Increase	+28,169	+55,104	+79,893	+53,242	+62,451

EXHIBIT Q

QUESTIONNAIRE NO. I PNBC Study
PART A

(Note of Acknowledgment: The form below is adapted from Oregon's study of PNBC and grateful acknowledgment for its use is here made. We have chosen to use their form of an Opinnionaire in the interest of uniformity and consistency.)

****

Please circle the number that best describes your response to each of the following statements.

1.		Strongly Agree	Mildly Agree	Neutral	Mildly Disagree	Strongly Disagree	Additional Comments
a.	The current practice of basing membership fees on annual budgets seems equitable.	1	2	3	4	5	
b.	Our membership fee is well spent in terms of service received.	1	2	3	4	5	
c.	Our membership is a contribution to regional cooperation.	1	2	3	4	5	
d.	We do not have much difficulty paying our membership fees.	1	2	3	4	5	
e.	The majority of requests we send to PNBC are filled.	1	2	3	4	5	
f.	We would like to see PNBC continue its present service.	1	2	3	4	5	

2. What suggestions do you have for improving PNBC's service?

QUESTIONNAIRE NO. 1 PNBC Study
PART B

1. Are there certain groups, classes, or members among your patrons for whom you borrow through interlibrary loan and others for whom such service is not done? If so, who is entitled to the service?

   If so, who is denied the service?

2. Are there certain materials which you will borrow and certain types of materials which you will not borrow? If so, what do you borrow?

   If so, what do you not borrow?

3. Does your staff actively, voluntarily promote this service of do you give it only if asked directly and specifically by the patron?

4. From whom do you borrow most frequently through PNBC? List the names of the most frequently used sources of these interlibrary loans.

5. Are there libraries from whom you borrow directly without first going through PNBC? Yes_____ No _____

   If YES, name the most frequently used of these libraries.

6. List the name(s) of any network, cooperatives, information centers, contracts, or systems OTHER THAN PNBC to which your library belongs that give you access to materials you do not own.

7. Give the total number of items you have borrowed (include all materials) through interlibrary loan as herein referred during the most recent 12 month period for which you have figures.

   Of this number can you estimate what number came via PNBC?

8. Are there methods other than official interlibrary loan which you use to secure material from other libraries for your patrons?
   YES _____ NO _____

   If YES, what are they?

9. Do you LOAN materials for use outside your library to libraries NOT in your institutional and/or administrative set-up? Yes __No__

QUESTIONNAIRE NO. 1 PNBC Study
PART B - Page 2

10. If answer to 9 is YES, please put YES or NO as it applies to your policies in the blank space at end of each line below.

A. Do you loan:

- any material available for circulation? (1) ____________
  (It is understood that most libraries have certain materials that do not go out of a library even to its own constituents.) If NO, what type of material is eliminated from interlibrary loan?
- to any library making a legitimate request? (2) ________
- only to certain libraries? (3) ____________
  (If answer is YES, on what basis are the libraries to whom you make loans decided?)
- to libraries only (as opposed to individuals) (4) _______
- to individuals who live outside your legal service area (5)
  (This means individuals who have no legal or financial claim to use of your library; it does NOT include people who come in to use materials in your library, people who pay a prescribed non-resident fee, or people who live in the service area of a library who contracts with you to serve their residents.)
- to some individuals and restrict to others? (6) ________
  (If YES, to whom do you refuse or restrict service?

11. Give the number of books (include all materials) you have LOANED through interlibrary loan as herein referred with the most recent 12 month period for which you have figures.

QUESTIONNAIRE NO. II   PNBC Study

To the Respondent:

According to current PNBC records your library does not belong to the Pacific Northwest Bibliographic Center. Therefore, it is necessary, in assessing the interlibrary loan situation in all Washington libraries preparatory to setting up the Washington State Library Network, that we seek information from you outside that data which is being gathered via PNBC. Will you answer the following questions for us in order that your situation may be included in regard to interlibrary loan practices in Washington?

1. Does your library borrow materials through interlibrary loan for its patrons?

2. If the answer to 1 is Yes, please answer these questions:

   A. Are there certain groups, classes or members among your patrons for whom you borrow through interlibrary loan and others for whom such service is not done? If so, who is entitled to the service?

      If so, who is denied the service?

   B. Are there certain materials which you will borrow and certain types of materials which you will not borrow? If so, what do you borrow?

      If so, what do you not borrow?

   C. Does your staff actively, voluntarily promote this service, or do you give it only if asked directly and specifically by the patron?

   D. From whom do you borrow most frequently? List the names of the most frequently used sources of your interlibrary loans.

   E. Give the number of interlibrary loan requests you have sent to other libraries for your patrons within the most recent 12 month period for which you have records.

3. Are there methods other than official interlibrary loan which you use to secure material from other libraries for your patrons?

   If Yes, what are they?

4. Do you LOAN materials for use outside your library to libraries NOT in your institutional and/or administrative set-up?

QUESTIONNAIRE NO. II PNBC Study
Page - 2

5. If answer to 4 is YES, please put YES or NO as it applies to your policies in the blank space at end of each line below.

A. Do you loan:

- any material available for circulation? (1) ________
  (It is understood that most libraries have certain materials that do not go out of a library even to its own constituents.) If NO, what type of material is eliminated from interlibrary loan?
- to any library making a legitimate request? (2) _____
- only to certain libraries? (3) ________________
  (If answer is YES, on what basis are the libraries to whom you make loans decided?)
- to libraries only (as opposed to individuals) (4) _____
- to individuals who live outside your legal service area (5) __________ (This means individuals who have no legal or financial claim to use of your library; it does NOT include people who come in to use materials in your library, people who pay a prescribed non-resident fee, or people who live in the service area of a library who contracts with you to serve their residents.)
- to some individuals and restrict to others? (6) _____
  (If YES, to whom do you refuse or restrict service?

6. Give the number of books (include all materials) you have LOANED through interlibrary loan as herein referred with the most recent 12 month period for which you have figures.

7. What charges do you make for materials you loan?

8. List the name(s) of any networks, cooperatives, information centers, contracts or systems to which your library belongs that give you access to materials you do not own.

9. Please check the items below which describe or apply to your circumstances in relation to the Pacific Northwest Bibliographic Center (PNBC).

(A) We once belonged but discontinued membership because we:
___felt we did not get good enough service to warrant the expenditure.
___felt we could not afford it.

___did not use the Center enough to justify the expenditure.

(B) PNBC has never been brought seriously to our attention.

(C) we have meant to join but just haven't done so.

(D) we would like to be a member but do not feel that we can afford it.

(E) we do not need access to other Pacific Northwest resources because we can supply our patrons' needs from our own collection.

(F) we have special arrangements with other organizations (See 8 above) to furnish our interlibrary loan needs directly, thereby negating any necessity for membership in PNBC.

EXHIBIT Q
p. 7

QUESTIONNAIRE III PNBC Study

TO: Heads of State (Province) Agencies In the Pacific Northwest

I. What is the nature of your State Plan for interlibrary cooperation under Title III of the LSCA? (If you have a brochure, news release or descriptive report of Plan, please enclose.)

II. Are you planning or operating any new or improved communications system among the different libraries of your State? If so, please describe briefly.

III. A. What type of libraries are involved in this inter-communication?

B. For what purpose(s) do these libraries communicate with each other?

C. What are the financial arrangements for support of communication system?

IV. What specific problems have you encountered in implementing your State Plan for interlibrary cooperation?

V. What marked successes have you had in operation of your State Plan for interlibrary cooperation?

VI. What effect has your State Plan for interlibrary cooperation had upon your libraries' relationships with PNBC? Upon your agency's relationship with PNBC?

VII. What do you see as PNBC's future role in relation to interlibrary cooperation in your State?

EXHIBIT Q
p. 8

QUESTIONNAIRE IV. PNBC Study

TO: Those Libraries Which Contribute Cards to PNBC's Union Catalog

1. Do you keep a record of the requests referred to you by PNBC from other libraries for filling? Yes ____ No _____
   (Note: PNBC does not make a record of this phase of its operation.)

2. If the answer to 1 is YES, how many such requests did you fill in the most recent 12 month period for which you have a record?

3. If the answer to 1 is YES, how many were you unable to fill during the same period of time?

4. What are the most prevalent reasons you are unable to fill requests?

5. When you are unable to fill a request do you:

   (a) ______return the request to the asking library with a note that you cannot fill it;
   (b) ______send it on to the next library listed on the top of the form as having it;
   (c) ______return it to PNBC with a note that you cannot fill it;
   (d) ______pursue some other course such as:

6. To what extent do the cards you send to PNBC represent your total acquisitions? (Note: We are interested in both amount and content if such data is readily available. A generalized estimate or impression would be helpful if figures are not kept.)

7. What policies and/or procedures would you like to see PNBC initiate or change in order to facilitate the contributing and loaning aspects of your participation in PNBC?

EXHIBIT Q
p. 9

QUESTIONNAIRE NO. V   PNBC Study

TO: Those member libraries whose holdings are NOT listed in PNBC.

The following questions pertain only to the libraries who are members of PNBC but who do not have their holdings listed in the Center's Union Catalog.

1. Do you lend materials via interlibrary loan to other libraries outside your system or institutional responsibility? Yes__ No__

2. If the answer is YES, do you;

   (a) Charge for this service? Yes ___ No ___
   (b) Limit what you lend? Yes ___ No ___
   If so, what are the limitations? ___
   (c) Limit to whom you lend? Yes ___ No ___
   If YES, how are those limitations determined?

3. To what libraries do you most frequently lend materials?

4. In what form or through what method do these requests come to you?

5. What subjects do other libraries most frequently request of your library?

6. What are some of the problems which you encounter in rendering loan service to other libraries?

7. Since your holdings are not listed, how do the borrowing libraries ascertain that you have the material which they request?

8. If PNBC were expanded to include other libraries in their Union Catalog would you be willing to have your holdings listed therein?

EXHIBIT R

RECOMMENDATIONS OF THE SWANK SURVEY OF PNBC

Editor's Note: There is reprinted below EXHIBIT VI, pages 47 and 48, of the survey of PNBC made by Dr. Raynard C. Swank in 1957 as a part of the Pacific Northwest Library Association's LIBRARY DEVELOPMENT PROJECT.

APPENDIX A

RECAPITULATION OF RECOMMENDATIONS

1. That the Board of Managers be replaced by a large Council to consist of representatives of the libraries that subscribe to the support of the Center and by an Executive Committee elected by and from the Council.

2. That the proposed Council, through its Executive Committee and other working committees, participate actively in the formulation of policy and the solution of specific problems, and assume a position of leadership in program development and promotion.

3. That at least two of the positions of file clerk be upgraded in order to attract and keep able assistants and to provide for the advancement of beginning assistants.

4. That the selection of libraries that report holdings to the Union Catalog be revised, and that selective reporting of special collections in some libraries be adopted.

5. That a consistent policy be applied to the kinds of special materials that are recorded in the Union Catalog and to the kinds that are to be recorded or described by other methods.

6. That the LC depository card catalog be discontinued.

7. That consideration be given to the possibility of dividing the Union Catalog between pre-1956 (or other current date) and later imprints in order that the future of the Union Catalog might be coordinated with that of the National Union Catalog.

8. That inter-library loan services to the smaller public libraries continue to be diverted as much as possible from the Center to state library or other local agencies, and that the PNLA encourage the further development of such agencies in all states and provinces of the region.

9. That the Center continue to supply locations for inter-library loan, propose the order in which the holding libraries are to be approached, and transmit the requests to the first holding libraries, but that it discontinue all subsequent negotiations, correspondence, and record keeping; and that it adopt a multiple request form for regional loans.

EXHIBIT R

10. That, as time and means become available, the Center resume and expand its earlier efforts to exploit the resources of the region by means not only of the Union Catalog and the inter-library loan service but also of surveys and descriptions of resources, union lists, bibliographies, and bibliographic information services.

11. That a new agreement for specialization of acquisitions in selected fields be negotiated.

12. That responsibility for the preservation of last copies be re-assigned to a small number of research libraries and that these libraries agree upon an objective set of rules about the kinds of special materials that need not be preserved; also, that the possibility be studied of having the discarding libraries submit their lists of last copy discards directly to the appropriate research libraries without having the lists checked in the Union Catalog.

13. That the Center serve as a clearing house for information, negotiation, and decision about all kinds of acquistional opportunities of regional import, and that present policy be revised to enable the Center to acquire and house special materials for the region when such action would clearly advance the interests of the region.

14. That the University of Washington Library plan separate quarters for the Center as part of its building program, and that the Center's budget express all costs, including all the subsidies now provided by the Library.

15. That the income of the Center be increased and that attention be given to the following possible methods: (1) weighting the public library formula by states and provinces in order to reflect local differences in the demands upon the Center, or negotiating a special subscription from the Washington State Library; (2) raising the public library rates in relation to those of the academic; (3) revising upward the rates applied to Class B (income $5,000 to $25,000) libraries; (4) promoting additional subscriptions from all types of libraries, including special libraries; and (5) soliciting foundation grants.

16. That a special project be organized to process the Union Catalog arrearages and to permit any subsequent savings in the cost of present programs to be applied promptly to new projects.

EXHIBIT S

INPUT WORKSHEET FOR COLLECTING INTERLIBRARY LOAN DATA
Library of the University of Washington

card column

[4-8] ________________ Transaction No.

[9-20] | | ■ | | | | | | | | | | Borrower's Code
State

Processing time

[22]
0 0 days
1 1 day
2 2 days
3 3 days
4 4-5 days*
5 6-10 days*
6 over 10 days*
*Give reason for delay

date received	date completed

How received

[23]
1 Mail
2 PNBC
3 Telephone
4 Other

Type of material

[24]
1 Non-journal
2 Journal
3 Thesis

Disposition

[33-34]
11 Loaned in original
filled as photocopy
12 Deposit account
13 Charged
14 No charge

[35-37] | | | | no. sheets of copy

15 Filled in microform

[33-34]
20 Returned-unavailable
31 Referred

[38-39]

	Reason returned or referred	Reason for delay or cancellation
01	Do not own title	01
02	Do not own issue	02
03	Out of scope	03
04	Non-circulating	04
05	Missing (officially)	05
06	Not located	06
07	In circulation	07
08	In process (acq or cat)	08
09	On order (non-serial)	09
10	Not yet received (serial)	10
11	At bindery	11
12	Verification or add't info req.	12
13	In system handling	13
14	Other ____________________	14

[33-34]
40 Rejected-unacceptable
50 Returned unidentifiable
60 Cancelled by requestor

ILL (May '69

EXHIBIT T

UNIVERSITY OF WASHINGTON LIBRARIES
SEATTLE, WASHINGTON 98105

Health Sciences Library

Cover date: July 1968

ANNOUNCEMENT

Pacific Northwest Regional Health Sciences Library

We are pleased to announce that beginning 1 October, 1968, the Pacific Northwest Regional Health Sciences Library will initiate services to health professionals in Alaska, Idaho, Montana, Oregon, and Washington. The new regional service has been established through a grant by the National Library of Medicine of the National Institutes of Health*, under the Medical Library Assistance Act of 1965. The Program will be operated by the Health Sciences Library of the University of Washington.

During the first year, regional service will consist primarily of an expansion and an improvement of our existing Interlibrary Loan and Reference service. Circulating items will be lent without limit as to number of requests. We also plan to expand our collection whenever necessary in an effort to fill all requests as promptly as possible.

We will institute the practice of sending single cost-free copies in lieu of original material in the case of loan requests for journal articles. Initially, a quota will be set on the number of cost-free sheets that will be supplied to any individual in any one year. Limitations of this service are outlined in the General Policy Statement RHSL-2.

A feature of the Pacific Northwest Health Sciences Library will be automatic referral of requests for materials in a health-related field to other libraries (mainly the National Library of Medicine) when such materials are not in the Regional Health Sciences Library collection (and cannot or will not be acquired by the Library within a reasonable period). We plan to ask the cooperating library to send the material directly to the requesting library or institution and to bill us for the cost of this service (if any).

Transmission of requests and answers will be speeded by the use of Teletypewriter Exchange (TWX). Our TWX number is 910-444-1385 and our answer-back code, WAUM Seattle. We plan to follow the conventions spelled out in Teletypewriter Exchange Service for Interlibrary Communication.** If modifications prove necessary they will be communicated to TWX subscribers. Libraries may wish to look into the benefits of TWX and consider its acquisition locally. Our current policy regarding the use of the telephone for urgent requests only will remain in effect.

---

*Department of Health, Education and Welfare Secretary Cohen announced a reorganization of health activities of the Department on April 1, 1968, which organizationally transfers NLM to NIH.

**Prepared by, and obtainable from, Library Systems and Communications Division, Duke University Medical Center, Durham, North Carolina 27706. (Gratis.)

EXHIBIT T

Mail requests should be made on standard ALA Interlibrary Loan forms; these forms can be obtained from library supply houses. One part of the form will be used as a mailing label so the requesting library's name and address must be given in full.

Other services to be provided include normal reference work bibliographic assistance, and literature searching, to the extent that funds will permit. MEDLARS Search Service will be provided as soon as personnel have been appointed and searchers have completed a six-month training period at the National Library of Medicine. Having such integrated services will make it possible for us to offer copies of journal articles to a person who has selected from his MEDLARS Bibliography those articles he wishes to consult and which are not available in his local library.

The future development of the Regional Health Sciences Library is seen as an evolutionary process which in subsequent years will create a biomedical communications network utilizing the latest technological methods and providing consultative services to other health related libraries and information centers in the region. The course to be pursued will, it is hoped, emerge as the result of a vigorous dialogue between the Regional Library and its clientele. Criticisms and suggestions will be welcome. An Advisory Committee for the Pacific Northwest Regional Health Sciences Library Service with representatives drawn from medical schools, hospitals and Regional Medical Programs will be instrumental in maintaining contact with the needs of the Region. Administrative consultant for the Regional Health Sciences Library is Mr. Kenneth S. Allen, Associate Director of Libraries, University of Washington.

The success of the Pacific Northwest Regional Health Sciences Library will depend largely on the cooperation of libraries and librarians throughout the Region. The existence of a strong Regional Health Sciences Library should not be the cause for libraries to abdicate their own responsibilities. Nor is it intended that it should weaken or displace existing local patterns or schemes of interlibrary cooperation and lending. The Regional Library should be thought of as a resource library to be called upon when local facilities cannot meet demands.

It is the intention of the Regional Health Sciences Library to keep its clientele promptly informed on all policy and service matters and personnel additions and changes.

Pacific Northwest Regional Health Sciences Library
Health Sciences Library
University of Washington
Seattle, Washington 98105

TEL: 206-543-5530 TWX: 910-444-1385

Gerald J. Oppenheimer
Director, Pacific Northwest
Regional Health Sciences Library

RHSL-1

EXHIBIT U

Form A (1)

UNIVERSITY OF WASHINGTON LIBRARY
Seattle, Washington 98105
PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER

We regret that we have not been able to fill your request of
for the book shown below,* because we were not able to verify the existence of such a title. As far as we have been able to determine, this book is not available in libraries in the Pacific Northwest, and it is necessary that we have complete data (author, date of publication, publisher, etc.) before we ask other union catalogs to search for it for us. If you can supply any further information, even though incomplete, it may enable us to find the item. Perhaps your patron can furnish the source of his reference. We will discontinue our search unless we hear from you.

*

Mollie Hollreigh, *Director*

Form B

University of Washington Library, Seattle, Washington 98105
PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER

INTERLIBRARY LOAN REPORT

(3)☐ Not in the N.W. We are searching outside the region and will report when a copy has been located.

(2)☐ Not in the N.W. Do you wish search outside the region? *If you do, please return this card,* with note on it that search is desired. If we do not hear from you, we shall assume that search is not desired.

ITEMS:

Mollie Hollreigh, *Director*

Form C (4)

UNIVERSITY OF WASHINGTON LIBRARY
Seattle, Washington 98105
PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER

We regret that we are not able to borrow

which you requested , because:

☐ It is too new to be listed in our union catalog. Please request again later.

☐

Mollie Hollreigh, *Director*

Form D (5)

UNIVERSITY OF WASHINGTON LIBRARY
Seattle, Washington 98105
PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER

INTERLIBRARY LOAN REPORT

Library of Congress has the only copy known to us. LC requires borrowing library to make its own request. Please give full information; state purpose of loan, and that copies are not available elsewhere.

Mollie Hollreigh, *Director*

THE PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER

MANUAL OF INFORMATION FOR PARTICIPATING LIBRARIES

UNIVERSITY OF WASHINGTON
SEATTLE, 1966

Pacific Northwest Bibliographic Center
University of Washington Library
Seattle, Washington 98105

PREFACE

This revision of the Manual of Information for Participating Libraries, first issued in 1956, is a statement of current operating policies and procedures, and as such is intended to guide librarians in making the most efficient use of the Center.

Mollie Hollreigh
Director, PNBC

CONTENTS

Preface

What It Is 7

What It Does 8

Union Catalog 8
  Composition 8
  Procedures 9

Finance 11

Interlibrary Loan and Related Services 12
  Use of State Agencies 12
  Interlibrary Loan Codes 13
  Interlibrary Loan Request Forms and Procedures 13
  Service to Whom 15
  Limitations 15
  Verification 18
  Information Required 18
  Deadline Date 20
  Borrower Information 20
  Foreign Language Material 20
  Photocopy and Microfilm 20
  Search Outside the Region 20
  Library Use Only 20
  Subject Requests and Reference Information 21
  Completion of the Loan Transaction 21
  Union List of Serials and New Serial Titles 21
  Cancellations 21

Appendix. Libraries Listed in the Union Catalog and Their Symbols 23

MANUAL OF INFORMATION FOR PARTICIPATING LIBRARIES

WHAT IT IS

The Pacific Northwest Bibliographic Center is a cooperative non-profit organization, established and sponsored by the Pacific Northwest Library Association, and operated by and for the benefit of its member libraries. It is managed by a Council consisting of a representative of each library which supports it, and by an Executive Committee consisting of ex-officio members and members elected by and from the Council. The ex-officio members are the Director of the University of Washington Library and the President of the PNLA. The elected members represent the states of Washington, Oregon, Idaho, Montana, and the province of British Columbia.

The Center is housed in the University of Washington Library. Its principal resources are a trained staff and a Union Catalog of approximately 4,000,000 cards which lists by author the holdings of some 40 major libraries in the Pacific Northwest area and the Library of Congress. The staff of approximately six members, with additional part-time help, maintains the Catalog and provides the service. For purposes of bibliographic research the staff has access to books and reference works in the University of Washington Library, but the Center itself owns no books, except the basic set of the printed Library of Congress Author Catalog. Its policy is to acquire no books or other library materials. The Bibliographic Center was created to supplement, not to supplant, existing libraries and to render supplementary services which would not be available otherwise.

Membership in the Center is open to all libraries in the Pacific Northwest upon payment of an annual subscription fee. Only the largest and most valuable collections, however, are represented in the Union Catalog.

WHAT IT DOES

The Center's primary purpose is to serve as a clearing-house for regional cooperation among libraries. Its chief asset is a master catalog of the book resources of the region. The interlibrary loan and location service is of great practical value to member libraries. The Union Catalog enables the staff to determine precisely which libraries in the region own a given book. If no library owns it, search may be extended to the National Union Catalog and to other union catalogs in other parts of the country.

The Center arranges interlibrary loans for its members by routing each request to a holding library, and by supplying alternative locations for use by the borrowing library if the first library asked is unable for any reason to fill the request. Ordinarily a request is forwarded first to a library which is closest geographically to the borrowing library or in the same state, but other factors are also taken into consideration such as individual lending policies, transportation routes, and the desirability of distributing the burden of loans so as not to overload any one institution. The borrowing library is expected to make its own additional requests if the first library cannot supply.

In addition to its interlibrary loan and location service, the Center assists librarians by providing bibliographical information about individual titles and by referring those in search of material on special subjects to the collections best able to serve them.

UNION CATALOG

Composition. The cost of maintaining and housing the Union Catalog places a limit upon the number of libraries that can be represented in it. The Center receives 180,000 cards a year, more or less, from the region's reporting libraries, plus a like number from the Library of Congress. In order to enhance the ultimate value of the Catalog the libraries represented in it (See Appendix) were carefully chosen on the basis of the *size* and value of their holdings. The libraries were also chosen because: (1) they were able and willing to share in the financial support of the Center; (2) they were using standard cataloging practices; (3) they were willing in most cases to make their collections available on interlibrary loan: (4) their resources did not merely duplicate but augmented the resources of the Pacific Northwest. Many libraries meeting the above standards and wishing to cooperate in the Union Catalog program are not represented because sufficient funds have not been available to pay the cost of incorporating their holdings and the increased cost of maintenance.

In 1958, after a review of the scope of the Union Catalog, several libraries whose collections at that time were believed to contain little unique material were omitted from the Catalog. Since 1958 the following libraries have not sent cards to the Center: Eastern Oregon College Library, LaGrande; Oregon College of Education Library, Monmouth; Portland State College Library, Portland; Southern Oregon College Library, Ashland; and Ben Tidball Memorial Library, Olympia. In addition, the Vancouver, British Columbia, Public Library withdrew from the Catalog in June, 1965.

Procedures. Each library which reports its holdings for inclusion in the Union Catalog sends to the Center a main entry catalog card for each new accession and a withdrawal card for each reported title withdrawn from its collection. Certain kinds of material need not be reported. These are: (1) books in braille and talking books, (2) books in *juvenile* collections, (3) motion picture films, (4) phonograph records, (5) provincial and state documents, federal documents, and United Nations documents, (6) maps, and (7) analytics, except in the case of monographs.

Cards sent to the Center must be on standard card stock and punched for insertion in catalog trays with rods. The library's symbol must be stamped on the upper left hand corner of each card. To facilitate filing, contributing libraries are expected to alphabetize the cards in each shipment, and to include a packing slip showing the number of cards in the shipment and the period covered. Further instructions or answers to specific questions may be obtained by writing to the Center.

The Center cooperates with the National Union Catalog by sending to it a record of locations in the region of books published since 1956. Those libraries whose 1956 and later acquisitions, excluding serials, are reported to the National Union Catalog are:

Provincial Archives
University of British Columbia Library
University of Idaho Library

Example of catalog card ready for shipment to the Union Catalog:

WaS
Jason, Wolfgang Richard, 1909-
Ordinary differential equations, 2nd. ed.
Englewood Cliffs, N.J., Prentice-Hall, 1966.
255 p. (Pure and applied mathematics, v. 14)
66-8089

○

Example of packing slip showing number of cards in the shipment and period covered:

GONZAGA UNIVERSITY LIBRARY
Cards for Union Catalog covering period
July 1, 1965 - August 31, 1965

Additions	968
Withdrawals	22
Total	990

University of Idaho Law Library
University of Montana Library
Montana College of Mineral Science and Technology Library
Oregon State University Library
Oregon State University Institute of Marine Biology Library
University of Oregon Dental School Library
University of Oregon Law Library
University of Oregon Medical School Library
Mount Angel Abbey Library
University of Washington Law Library

To facilitate the reporting to the National Union Catalog, the above libraries are asked to separate cards for books with 1956 and later imprint dates in their card shipments to the Center.

FINANCE

For its support the Center relies entirely upon annual subscriptions. The amount of money which a member library pays is based on the library's annual expenditures. A formula for determining equitable payments was adopted in 1945 and revised downward in 1951. The existing schedule for subscriptions is as follows:

1. College, university, and other libraries whose budgets do not include buildings and grounds maintenance costs and whose annual expenditures are in excess of $25,000, one-fourth of one per cent of their expenditures per year.
2. Public libraries with expenditures in excess of $25,000, one-fourth of one per cent of an amount equal to four-fifths of their expenditures. The 20 per cent discount compensates for buildings and grounds maintenance.
3. All libraries with annual expenditures between $5,000 and $25,000, sums of from $20 to $40, according to this scale:

	Amount of Subscription	
Annual Expenditures	*College and Special Libraries*	*Public Libraries*
$ 5,000 to $10,000	$25	$20
10,001 to 15,000	30	25
15,001 to 20,000	35	30
20,001 to 25,000	40	35

4. No library is asked to subscribe an amount in excess of $1,000.
5. Libraries whose budgets are less than $5,000 per year are not asked for specific sums, but they are expected to make nominal payments.
6. This income may be supplemented, if necessary, by additional contributions from those libraries with a major stake in the Center. Industrial and special libraries wishing to make unusual use of the Center's facilities may make special arrangements in regard to fees.

Late in November of every year, each participating library is asked to report its annual expenditures to the Center. Bills are then computed for each library on the basis of the above schedule, and statements are mailed to subscribers in January. Very small libraries are not billed specific amounts, but are asked to make token payments. These ordinarily run from $5.00 to $30.00. As for the large libraries, ten libraries presently subscribe the top amount of $1,000.

Services of the Center are restricted to libraries participating in its support according to the established payment schedules. The date after which payments are delinquent has been set at June 30 of each year which gives each library six months to pay dues for that year.

INTERLIBRARY LOAN AND RELATED SERVICES

The chief service of the PNBC is to locate books and other printed material, and some manuscripts, and to make easier the negotiation of interlibrary loans for its member libraries. Because the Center was established to supplement libraries, and not to compete with them, requests to the Center should be made only for books and services not obtainable locally. Libraries are asked to assist the Center in its efforts to give prompt service by observing the following practices.

Use of State Agencies. Most public libraries and all small libraries should send their requests first to their respective state or provincial libraries. Those requests which the state or provincial library cannot fill may then be forwarded to the Center for more extensive search. Large college and university libraries may send requests directly to the Center. Librarians in the public school systems should write to the state and provincial agencies for loans, since classroom needs are outside the scope of Center service.

Interlibrary Loan Codes. Every librarian who lends or borrows books on interlibrary loan should be familiar with the provisions of the regional and national interlibrary loan codes. Respect for these provisions will result in smoother relations between borrowing and lending libraries.

> The regional code, adopted in 1942, reads as follows: "As an expression of the view that each library holds its books in trust for the region as a whole, the libraries of the Pacific Northwest lend each other books for all kinds and conditions of clients, for any purpose, and for any length of time, within reason. It is understood, however, that each library reserves the right to decide whether to lend a given book for the purpose and length of time requested. The borrowing library assumes responsibility for the safe return of the book, and pays transportation charges both ways. This Regional Code applies only within the region (Montana, Idaho, Oregon, Washington, and British Columbia). Loans to and from libraries outside the region are regulated by the national code."

The national code, called the *General Interlibrary Loan Code 1952, Revised Edition 1956*, replaces the *ALA Interlibrary Loan Code 1940* of which it is an enlargement and revision. It is a fairly detailed statement of generally accepted policies and procedures which should be known to all librarians engaged in interlibrary loan work. For the convenience of PNBC members, a reprint of the ALA Code is supplied with this manual. As the Code points out, interlibrary loan service is a courtesy and a privilege, not a right, and is dependent upon the cooperation of many libraries.

Libraries using the services of the Bibliographic Center should give reasonable observance to the provisions of these codes.

Interlibrary Loan Request Forms and Procedures. In submitting requests for loan to the Center, libraries are asked to use the standard ALA multiple carbon interlibrary loan request forms. These are in widespread use throughout the United States and Canada and may be purchased from most library supply houses, either plain or imprinted with the address of the borrowing library. It is suggested that borrowing libraries also order a supply of gummed self-addressed mailing labels to accompany requests, as a convenience to the lending libraries. A separate request form must be used for each title requested.

The borrowing library fills in completely the left and upper two-thirds of the request form giving date of request, address of the borrowing library, and complete author and title information. This data must be typewritten and abbreviations should not be used. Complete information is necessary as the Union Catalog contains author or main entries only; it does not contain subject, title (except when the title is a main entry), or added entry approaches. For this reason, the name of the author or the main entry must be supplied before the Catalog can be checked. The importance of complete and accurate information cannot be overemphasized. Lack of this information causes delay and unfilled requests.

The space on the lower part of the form for the address of the lending library must be left blank, as it is needed for later typing of the address of the library to which PNBC will forward the request.

The borrowing library sends all four copies of the request form together with mailing label to the Center. The carbons and stub of the form which holds the set together must be left intact. The carbon sheets are needed at all stages of the loan transaction, and have to be replaced if removed.

After checking the Union Catalog for locations, the Center types the address of a holding library on the form and forwards the request *to that library. As an added service, it types at the top of the form* additional locations for use of the borrowing library if the first library asked cannot fill the request. (The key to the location symbols appears in the Appendix.) Copy D of the unit request form is returned by the Center to the borrowing library as its notice of which libraries own the book and which one has been asked to lend.

Once the request has been forwarded to a library, the Center's part in the transaction ends. Libraries are expected to make their own second requests and so on, if the first library asked cannot supply. Very small libraries may ask their state or provincial libraries for aid if needed.

For material not owned by any library in the region, the Center may be asked to search outside the area and this it is happy to do.

In order that the Center retain some knowledge of the lending policies of libraries and the effectiveness of its service, borrowing libraries are asked to send Copy C to the Center, at the time of final disposition of each request, with a record noted on it of libraries approached and action taken by each.

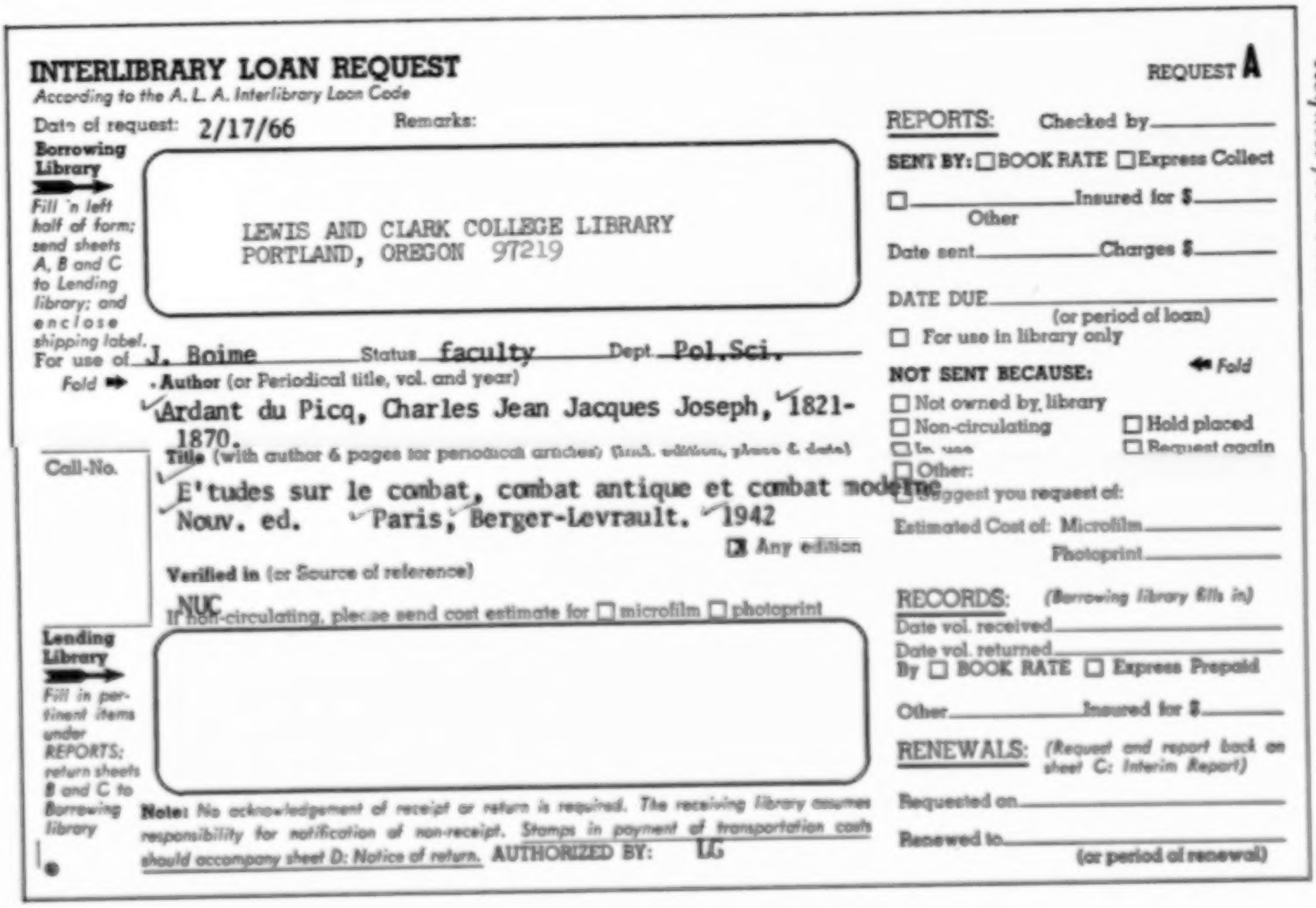
Lists of requests on sheets are not acceptable since they increase the work of staff appreciably and disrupt the flow of service.

Communications to the University of Washington Library's Interlibrary Loan Service should not be addressed to the PNBC, and vice versa. The Center is located in the University Library building but functions under an entirely separate administration.

Service to Whom. The Center serves member libraries only, not individuals. Any individual who writes for aid is referred back to his local or state library. All requests sent to the Center should be routed through and screened by a librarian. Each application for a loan should be evaluated by the librarian to eliminate those too trivial or transient in nature, to make certain that there is no question as to what book the applicant wants, and to ascertain whether the need or desire is genuine and within the scope of interlibrary loan service.

Limitations. Because of the liberality of the regional code and because it is assumed that the initiating library has carefully screened all requests for loans, the Bibliographic Center accepts requests for loan of almost any type of book. It should be emphasized, however, that many libraries are unwilling to lend the following types of material:

1. Recent and popular material, including current fiction, current issues of periodicals, and popular non-fiction. New books for which a demand may be anticipated should be purchased rather than borrowed. Some libraries will not lend any book that is still in print and easy to obtain by purchase.
2. Reference books and rare books and manuscripts. These ordinarily should not be requested.
3. Books for class use. These are never available on interlibrary loan.
4. Newspapers. They are not available on loan in bound volumes since they are difficult to pack because of their size and are expensive to ship. However, many libraries will lend microfilm copies of newspapers.
5. Music to be used in public performances. Such music should not be requested except under unusual and explained circumstances.
6. Phonograph records. They are not available on loan.
7. A large number of titles at one time for one applicant. A library should never request a large number of books at one time for one person. Instead the requests should be staggered over a period of time.
8. Duplicate copies of titles already owned by a library. Duplicates should not be requested except for justifiable reasons and these



INTERLIBRARY LOAN REQUEST

According to the A. L. A. Interlibrary Loan Code

REQUEST **A**

Date of request: 2/17/66

Remarks:

Borrowing Library *Fill in left half of form; send sheets A, B and C to Lending library; and enclose shipping label.*

LEWIS AND CLARK COLLEGE LIBRARY
PORTLAND, OREGON 97219

For use of J. Boime Status faculty Dept. Pol.Sci.

Fold

Author (or Periodical title, vol. and year)

Ardant du Picq, Charles Jean Jacques Joseph, 1821-1870.

Call-No.

Title (with author & pages for periodical articles) (incl. edition, place & date)

E'tudes sur le combat, combat antique et combat moderne
Nouv. ed. Paris; Berger-Levrault. 1942

☒ Any edition

Verified in (or Source of reference)

NUC

If non-circulating, please send cost estimate for ☐ microfilm ☐ photoprint

Lending Library *Fill in pertinent items under REPORTS; return sheets B and C to Borrowing library*

Note: *No acknowledgement of receipt or return is required. The receiving library assumes responsibility for notification of non-receipt. Stamps in payment of transportation costs should accompany sheet D: Notice of return.* AUTHORIZED BY: LG

REPORTS: Checked by ______

SENT BY: ☐ BOOK RATE ☐ Express Collect

☐ ______ Other Insured for $ ______

Date sent ______ Charges $ ______

DATE DUE ______ (or period of loan)

☐ For use in library only

NOT SENT BECAUSE: *Fold*

☐ Not owned by library
☐ Non-circulating
☐ In use
☐ Other:
☐ Suggest you request of:

☐ Hold placed
☐ Request again

Estimated Cost of: Microfilm ______
Photoprint ______

RECORDS: *(Borrowing library fills in)*

Date vol. received ______
Date vol. returned ______
By ☐ BOOK RATE ☐ Express Prepaid

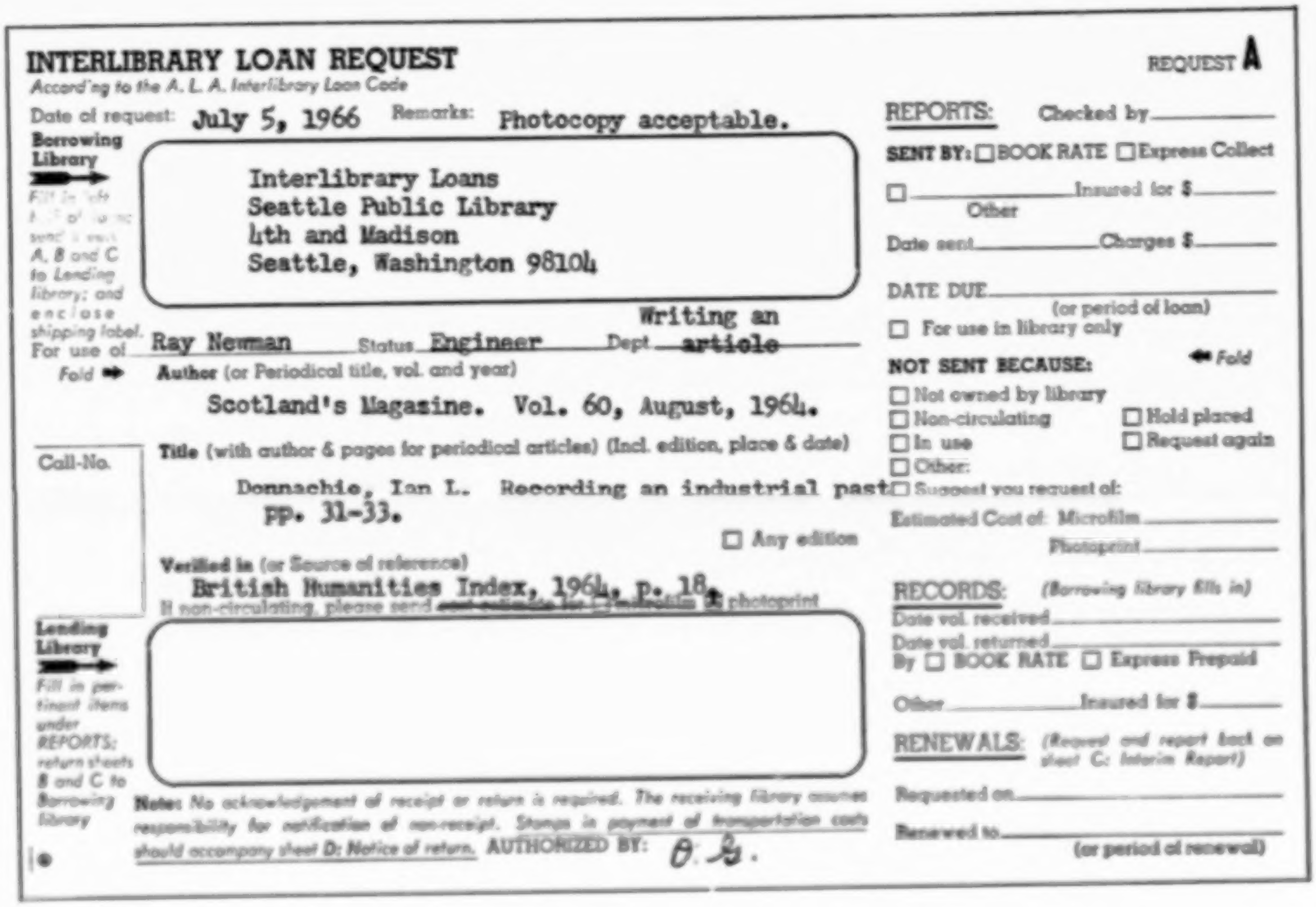
Other ______ Insured for $ ______

RENEWALS: *(Request and report back on sheet C: Interim Report)*

Requested on ______

Renewed to ______ (or period of renewal)

Samples of requests for interlibrary loan, using the ALA forms: Request for a book.



INTERLIBRARY LOAN REQUEST

According to the A. L. A. Interlibrary Loan Code

REQUEST **A**

Date of request: July 5, 1966 Remarks: Photocopy acceptable.

Borrowing Library *Fill in left half of form; send sheets A, B and C to Lending library; and enclose shipping label.*

Interlibrary Loans
Seattle Public Library
4th and Madison
Seattle, Washington 98104

For use of Ray Newman Status Engineer Dept. Writing an article

Fold ➡

Author (or Periodical title, vol. and year)

Scotland's Magazine. Vol. 60, August, 1964.

Call-No.

Title (with author & pages for periodical articles) (Incl. edition, place & date)

Donnachie, Ian L. Recording an industrial past. pp. 31-33.

☐ Any edition

Verified in (or Source of reference)

British Humanities Index, 1964, p. 18.

If non-circulating, please send ~~cost estimate for ☐ microfilm~~ ☒ photoprint

Lending Library *Fill in pertinent items under REPORTS: return sheets B and C to Borrowing library*

Note: *No acknowledgement of receipt or return is required. The receiving library assumes responsibility for notification of non-receipt. Stamps in payment of transportation costs should accompany sheet D: Notice of return.* AUTHORIZED BY: O. G.

REPORTS: Checked by ________

SENT BY: ☐ BOOK RATE ☐ Express Collect

☐ ________ Other Insured for $ ______

Date sent ________ Charges $ ______

DATE DUE ________ (or period of loan)

☐ For use in library only

Fold ⬅

NOT SENT BECAUSE:

☐ Not owned by library
☐ Non-circulating
☐ In use
☐ Other:
☐ Hold placed
☐ Request again
☐ Suggest you request of:

Estimated Cost of: Microfilm ______
Photoprint ______

RECORDS: *(Borrowing library fills in)*

Date vol. received ______
Date vol. returned ______
By ☐ BOOK RATE ☐ Express Prepaid

Other ______ Insured for $ ______

RENEWALS: *(Request and report back on sheet C: Interim Report)*

Requested on ______

Renewed to ______ (or period of renewal)

Request for a periodical.

reasons should accompany such requests. For instance, to borrow a duplicate to copy a missing page is legitimate but the reason should be given. Xerox copy may be ordered in lieu of an original if copying service is available. To borrow a duplicate to provide a circulating copy when the library already owns a reference copy is not justifiable, because the provision of circulating copies to libraries that own reference copies is outside the province of interlibrary loans.

Verification. To obtain prompt service, it is necessary to describe all items requested accurately and completely, including the author's full name. Librarians who have access to standard reference tools are expected to verify the bibliographic information on all requests they submit to the Center. Operating with a limited staff, the Center must reduce work as much as possible to a routine. Requests lacking complete or accurate information must be put aside for bibliographic search at a later date. When those libraries that can do so verify their requests, the staff can give more time to difficult research and to requests for which a library is truly unable to supply complete data. When verification is not possible, the original source of the reference should be given, including the page reference. All information should be checked for accuracy because wrong or misleading information causes unnecessary delay. A typographical error in an author's last name may mean a long wait and a disappointed borrower, especially if other information is scanty.

Information Required. This, then, is the necessary information on requests for interlibrary loan:

Books:

1. Author's full name: that is, last name, first name and middle name or initial in that order.
2. Title. Exact and complete enough for positive identification.
3. Place and/or publisher. Supply at least one of these, preferably both.
4. Date. If not known, specify whether very old, very recent, etc. Give as close an approximation as possible, for instance, published in the last two years, or published about fifty years ago.
5. Volume or volumes desired, if part of a set.
6. Edition. Specify edition desired if more than one has been published. If any edition is acceptable, indicate "Any edition."

7. Name of translator, illustrator, or editor, if important to borrower.
8. Series note, if part of a series. This note may be important since material which cannot be located as a separate publication often can be found as part of a series.

Periodicals:

1. Title, exact and full enough for positive identification. Many magazines have similar or identical titles, in which case sub-title is helpful in distinguishing the one desired. Abbreviations should not be used, especially for foreign language periodicals.
2. Place and/or publisher. This information may be omitted except when needed to identify the magazine desired.
3. Volume number and date of issue desired.
4. Page numbers of article desired.
5. Author and title of article. If not known, give subject of the article.
6. Whether a photocopy of article will be acceptable. Many libraries will not lend bound volumes of periodicals, but will substitute photocopy at modest cost.

Sample shipping label to accompany request.

INTER-LIBRARY LOAN ______**LIBRARY MATERIALS**

Mailed under Code 135.14 P.L.&R.

LIBRARY,
OREGON STATE UNIVERSITY
CORVALLIS, OREGON

May be opened for postal inspection if necessary.
Return postage guaranteed.

______**Express**
______**Second Class**
$______**Insured Value**

Educational
______**Materials**

From:

Deadline date. If there is a deadline date after which material cannot be used, include this information on the request. The word "rush" should be placed only on genuinely urgent requests.

Borrower information. If the applicant's name, status, and purpose are given on the request, a loan often may be obtained which otherwise might be refused. This information is an added courtesy to the lending library because it helps it to decide whether or not the loan of a given book is warranted. Some libraries will not lend without identification of the borrower and his purpose.

Foreign language material. For material written in foreign languages, information should be given in the language of the version desired, not in English.

Photocopy and microfilm. It is often possible to purchase photographic copies of material not available on loan in its original form. Especially in the case of short articles in bound volumes of magazines, a photocopy may be less expensive than the transportation charges on a bound volume. Access to many magazines, some theses, and most newspapers can be obtained in no other way. Willingness to purchase photocopy or microfilm should the original be unavailable on loan may be indicated on the request form and time will thus be saved. The maximum price the borrower is willing to pay can be indicated or if preferred, the holding library can be asked to quote an estimated cost before filling the order.

Search outside the region. If a book is not available in the region, the Center will search for it outside the region if desired. The chief source of outside locations is the National Union Catalog in Washington, D.C. Other sources include the Bibliographical Center for Research in Denver, and the Union Catalog of the California State Library in Sacramento. Various printed catalogs and union lists are also consulted. If it is known at time of placement of a request that outside search is desired, that information may be given on the request and time saved for the borrower.

Library use only. Some libraries stipulate that all books borrowed from them be used only within the building of the borrowing library. Other libraries may ask this restriction in the case of rare, valuable, or reference books. If a book is needed for use outside the library and cannot be used otherwise, as for extension libraries, bookmobiles or mail deliveries, this information should be noted on the request for the attention of the lending library.

Subject requests and reference information. The Center does not fill subject requests or give reference service because it lacks staff and facilities to do so. Instead such requests should be referred to a large local library or to the state library.

Completion of the loan transaction. Once a request has been forwarded to a holding library, the transaction becomes an affair between the borrowing and lending libraries and the Center's responsibility ends. The borrowing library pays postage both ways and agrees to conditions set up by the lending library to safeguard its book.

Union List of Serials and New Serial Titles. For those libraries that own th *Union List of Serials* and *New Serial Titles* time may be saved by sending requests for serials directly to nearby holding libraries.

Cancellations. Outstanding requests for which the Center is conducting search should be cancelled by the requesting library as soon as the need is past. Otherwise it is assumed that the titles are still wanted even though several months may have elapsed since placement of the requests.

APPENDIX

Pacific Northwest Libraries listed in the Union Catalog and their symbols:

British Columbia

Provincial Archives, Victoria	C-VicAr
Provincial Library, Victoria	C-VicPr
Public Library Commission, Victoria	C-VicPr
University of British Columbia Library, Vancouver	C-VU
Vancouver Public Library, Vancouver (Withdrew in 1965)	C-V

Idaho

Boise Public Library, Boise	IdB
Idaho State University Library, Pocatello	IdPS
University of Idaho Library, Moscow	IdU
University of Idaho Law Library, Moscow	IdU-L

Montana

Historical Society of Montana Library, Helena	MtHi
Montana College of Mineral Science and Technology Library, Butte	MtU-M
Montana State University Library, Bozeman	MtBozC
University of Montana Library, Missoula	MtU

Oregon

Eastern Oregon College Library, LaGrande (Withdrew in 1958)	OrLgE
Library Association of Portland	OrP
Mt. Angel Abbey Library, St. Benedict	OrStbM
Oregon College of Education Library, Monmouth (Withdrew in 1958)	OrMonO
Oregon Historical Society Library, Portland	OrHi
Oregon State Library, Salem	Or
Oregon State University Library, Corvallis	OrCS
Oregon State University Institute of Marine Biology Library, Coos Bay	OrCS-MB
Portland State College Library, Portland (Withdrew in 1958)	OrPS (formerly OrPE)
Reed College Library, Portland	OrPR
Southern Oregon College Library, Ashland (Withdrew in 1958)	OrAshS
University of Oregon Library, Eugene	OrU
University of Oregon Dental School Library, Portland	OrU-D
University of Oregon Law Library, Eugene	OrU-L
University of Oregon Medical School Library, Portland	OrU-M
University of Oregon Oriental Museum Library, Eugene	OrU-Or
Willamette University Library, Salem	OrSaW

Washington

Ben Tidball Memorial Library, Olympia (Withdrew in 1958)	WaOB
Everett Public Library, Everett	WaE
Gonzaga University Library, Spokane	WaSpG
Seattle Public Library, Seattle	WaS
Spokane Public Library, Spokane	WaSp
Tacoma Public Library, Tacoma	WaT
University of Puget Sound Library, Tacoma	WaTC

University of Washington Library, Seattle (Not in Union Catalog, but its catalog is available for consultation)	WaU
University of Washington Law Library, Seattle	WaU-L
Washington State Library, Olympia	Wa
Whitman College Library, Walla Walla	WaWW

INTER-LIBRARY LOAN
PROCEDURE MANUAL

WASHINGTON STATE LIBRARY
Olympia

1969

CONTENTS

GENERAL INFORMATION 1

INTERLIBRARY LOAN PROCEDURES 2-5

WASHINGTON STATE LIBRARY BRANCHES AND THEIR SYMBOLS. 5

TITLE-AUTHOR REQUESTS 6-7

PERIODICAL REQUESTS 8

RENEWALS 9-10

SUBJECT REQUESTS 10-11

PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER. . . 12-13

KEY FOR SYMBOLS OF LIBRARIES 14-15

DIRECT LOANS 16

FOLLOWING UP REQUESTS 16

GENERAL INFORMATION

The State Library, through its interlibrary loan service, supplements the book collections of other libraries in the State of Washington.

Materials which are not available in the State Library are located and requested through the Pacific Northwest Bibliographic Center at the University of Washington. The Center maintains a card catalog of the holdings of the major Northwest libraries and Library of Congress. It should be noted that this service is available only to subscribing members of the Bibliographic Center.

When requests warrant more extensive searches, books may be obtained from library resources throughout the nation.

INTERLIBRARY LOAN PROCEDURES

HOW TO BORROW

Requests from individual readers should be made through the local community library which will forward them to the State Library according to the procedure described in this manual.

Requests from district or regional library branches should be sent in through the headquarters office. In this way headquarters librarians are informed of needs in the communities which cannot be supplied locally. In addition a centralized system of handling requests saves time and expense for the borrowing library as well as the State Library.

Direct service is provided only to individuals and groups where local library service does not yet exist. All our loans to students are made through the school library or local library and not to the individual student. However, school librarians should check the local library for material they need before asking the State Library to supply it.

Postage is paid by the State Library for material sent to borrower or borrowing library. Return postage is paid by the borrower or borrowing library. A return mailing label entitles borrowers to the special library postage rate.

REQUEST FORMS

Send all requests for interlibrary loans on either of two forms supplied by the Washington State Library:

(1) Title-Author request slips to be used for specific title, periodical, or periodical article requests. One title on each slip.

(2) Subject request slips to be used when requesting information or materials on specific subjects. Use a separate slip for each request.

Be specific: Secure as much information as possible from the borrower, and send the essential facts to the State Library. Notes of explanation may be typed on the back of slips, or attached to them.

Seemingly small points, such as an author's first name, or the particular question a patron wishes answered on a general subject, may save much expensive searching time as well as avoid the cost of mailing unnecessary material to the borrower.

FILLING OUT REQUEST FORMS

The State Library has adopted a new title-author request form, which is printed on no-carbon-required paper and consists of four copies. The additional copy makes it possible for the State Library to use the third sheet to report to the borrowing library if the book cannot be sent immediately.

1. Make four copies of each request, clip together and send the original (yellow), the second (blue), and third (green) copies to the State Library. Keep the fourth (white) copy as your record. You must fill out the form in the order stated above, putting the yellow copy on top, otherwise the no-carbon feature will not work.

2. "SEND TO:" Center your library address within the box as a window envelope will be used with the report copy. Be sure to include your zip code.

Please don't overlook the address - once the requests are distributed for processing there is no way of identifying the request as coming from your library. WE REPEAT: Make sure the name of your library is included on the slips.

3. "CANNOT USE AFTER:" Unless a date is inserted in this space the book is reserved for you in the event it is not immediately available. It will be sent as quickly as possible from the State Library or it will be located in another library through the services of the Bibliographic Center.

4. "FOR USE OF": Indicate who will use the material, (e.g., adult, student, etc.), and purpose (e.g., club paper, debate, etc.).

If the request is for a high school student, it cannot be sent to the Bibliographic Center. Every effort is made to supply the best comparable material from the State Library.

"SUBSTITUTE": Check box ☐ if a substitute is acceptable. Suggest to your borrower that if a specific title is not in the State Library, comparable material which is often available for immediate loan will be selected. This can be of great help in serving students at times when it would not be possible to handle many requests for the same books at the same time.

"SOURCES CHECKED": Check titles for accuracy in the standard bibliographic sources before sending request slips. The usual ones are:

Books in Print
Book Review Digest
Cumulative Book Index
Publishers' Weekly
Standard Catalog
Readers Guide (for periodicals)

There has been a disappointing lack of attention paid to this instruction. If you have a standard bibliographic source such as Books in Print or any of the others listed above, please check them for your title. If you find your title in one of these sources, list that source on the request form and indicate by an "x" that is where you found the item; for example, xBIP 68 means you found and verified the accuracy of your title in Books in Print, 1968.

If you cannot find the item in the bibliographic sources you have at hand, please give us as much information as you can from any source.

If the borrower has found advance notice of new publication in sources such as newspaper reviews, advertisement in technical magazine, etc., please state where the notice or review appeared.

"CALL NO." Primarily for State Library use. Do not add a Washington State Library Call number unless you are certain it is accurate.

"DO NOT SEND TO PACIFIC NORTHWEST BIBLIOGRAPHIC CENTER" If you do not wish us to search beyond the State Library indicate here. The request will, of course, not be sent to PNBC if it falls within the limitations outlined on page 12 of the *Manual* and page 15 of the *PNBC Manual*.

"STATE LIBRARY REPORT" See page 9 of this *Manual* for an explanation.

"LOCATIONS" (This space for State Library use only) On occasion publications will be sent directly from a branch of the Washington State Library. Please return the item directly to the library from which it was received unless other action is indicated.

WASHINGTON STATE LIBRARY BRANCHES AND THEIR SYMBOLS:

CDC - Cascadia Juvenile
Reception Diagnostic Center
2002 East 28th, Tacoma 98404

ESH - Eastern State Hospital
Medical Lake, Wa. 99022

NSH - Northern State Hospital
Sedro Woolley, Wa. 98284

OC - Olympic Center
Sixth and Marion
Bremerton, Wash. 98310

RS - Rainier School
Buckley 98321

WCC - Wash. Corrections
Center
Box 900
Shelton, Wa. 98584

WSH - Western State Hosp.
Ft. Steilacoom Br.
Tacoma, Wa. 98494

YVS - Yakima Valley School
P.O. Box 238
Selah, Wa. 98942